

Hana Al-Hafni

Business Manager

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About me

A seasoned business manager with over 7 years of experience managing day-to-day corporate operations, improving operational efficiency, and supervising teams. I possess strong strategic planning and problem-solving skills, with a proven track record of preparing reports and achieving set goals. I possess strong communication skills in both Arabic and English, and the ability to build productive working relationships. I seek to leverage my experience and leadership skills to drive growth and success in your organization.

Professional experience

Business Manager London, United Kingdom - Sainsbury's	2018 - 2025
● Managing daily operations and supervising employees. ● Developing and implementing strategies to improve operational efficiency, resulting in increased production. ● Preparing financial and management reports and analyzing data to support decision-making. ● Coordinate and schedule meetings with suppliers and business partners. Manage inventory and ensure product availability at all times. ● Solve customer problems and provide exceptional service to maintain customer satisfaction.	

Education

Bachelor of Business Administration Taiba University	2015 - 2018
Certificates and training courses	
● Taiba University Secretarial Certificate	2015-10-7
● Certificate in Electronic Marketing and Free Marketing	2022
● Trinity College London Grade 5 (CEFR Level B1.1 with Merit) Spoken English Examination - GESE	2024

Skills

- Administrative skills: strategic planning, time management, problem solving, decision making, human resources management, team leadership.
- Technical skills: proficiency in Microsoft Office programs (Word, Excel, PowerPoint), managing digital and paper files, and using electronic meeting platforms.
- Personal skills: effective communication, teamwork, analytical thinking, ability to work under pressure, flexibility and adaptability, desire for continuous learning.
- Other skills: Preparing and writing official reports, fast typing skills in Arabic and English, customer service.

Languages

- Arabic (Mother Tongue)
- English Advanced (B1.1)