

## PROFILE Jamal Hannou



Jamal is a senior advisor with a strong track record in resource & experience management and data analytics. His management skills and coaching background makes Jamal suitable for HR related roles. Before EY Jamal gained commercial and business experiences in different industries. Jamal is particularly interested in: trade management, HR, coaching and talent development



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## SKILLS

- ✓ Project management
- ✓ Coaching
- ✓ Empathy
- ✓ People management
- ✓ Critical thinking
- ✓ Quality management
- ✓ Business development
- ✓ HR
- ✓ Data analytics
- ✓ Leadership
- ✓ Quality management
- ✓ Trading psychology

## EDUCATION

### Rotterdam Business School

#### Trade Management for Asia

2005 -2009

Main subjects: Marketing, Business Communication, Sales management  
Mandarin, Cross Cultural Management.

### Beijing University of Technology

Feb 2008 – July 2008

Main subjects: Mandarin, Chinese  
Business and Culture Program.

### ID College - Marketing & Communication

2002 - 2005

Subjects: Business communication,  
Publicity and Promotion, Sales, Marketing  
and Customer Service.

## WORK EXPERIENCE

### Senior Advisor *Data & Technology* - EY, Amsterdam

*Sept 2017 - Present*

- Work activities includes managing projects, data extraction, data transformation, performing and standardizing data-analytics for leading companies throughout the world.
- Overall responsible for the planning and coordination of the Amsterdam region.
- Also engaged in multiple IFRS 15 and IFRS 16 client engagements.

### Head of Resource & Experience Management - Advisory - EY, Amsterdam

*Sept 2009 – Sept 2017*

- Leading the Resource & Experience Management division within EY Advisory in the Netherlands which is approximately 540 FTE's. This includes managing the resources in various competence domains e.g.: Strategy, Customer, Finance, Supply Chain Management, IT security, IT Audit and RISK.
- Managing (inter)national resourcing requests and cross-border staffing with other service lines and countries.
- Advising Advisory Leadership Team on capacity, planning, recruitment and talent development.
- Directly leading 2 FTE's for this purpose.

### Financial Consultant - DSB Bank, Rotterdam

*Jan 2007 – Feb 2008*

- Advising and informing clients about their financial products.
- Persuading the target group to switch from bank.
- Up selling and after-sales service.

### Supervisor of Insurance Consultants - Emnis, Heerenveen

*Feb 2005 – Jan 2007*

- Leading a group of consultants in their responsibility of advising and informing clients and prospects about funeral insurance.
- Persuading the target group to sign up for insurance services km

## INTERNSHIPS

### Quality Assurance Assistant - ABB Beijing, China

*July 2008 - Dec 2008*

- Investigating customer complaints.
- Setting up action plans in order to reduce the numbers of complaints.
- Monitoring and reviewing the KPI's for all departments.

## CERTIFICATIONS

- ✓ Prince2 Foundation and Practitioner
- ✓ Certified Bitcoin professional
- ✓ Lead Auditor ISO 9001:2015
- ✓ BHV
- ✓ Excel
- ✓ Google Online marketing
- ✓ Tele-sales inbound

## COURSES

- ✓ Positive Psychology
- ✓ Social Psychology
- ✓ Learning how to learn
- ✓ Speed reading
- ✓ Bitcoin professional
- ✓ Speaking like Obama
- ✓ SQL
- ✓ Alteryx
- ✓ Excel
- ✓ Time management
- ✓ NLP
- ✓ Prince2

## LANGAUGES FLUENCY

Dutch	★★★★★
English	★★★★★
Berber	★★★
Mandarin	★★★
Arabic	★★

## HOBBIES

Reading  
Fitness  
Trading  
Traveling  
Gardening

### Commercial Sales Employee - China Business House, Rotterdam

*April 2007 - July 2007*

- Investigating customer complaints.
- Setting up action plans in order to reduce the numbers of complaints.
- Monitoring and reviewing the KPI's for all departments.

### Commercial Employee - Pestana Golf Resort, Portugal

*Aug. 2004 - Dec. 2007*

- Setting up a customer satisfaction research.
- Helping customers with checking in.
- Offering a broad range of services.

## EXTRACURRICULAR ACTIVITIES

### Member of the works council of EY NL

*Oct. 2013 - Feb. 2018*

As an independent body within the organization we consult on behalf of the entire staff. On monthly basis we discuss several topics with the Employer. Themes I am particularly involved in are: acquisitions, new way of working, mobility policy and high work pressure.

### Region coordinator Brandwonden Stichting

*2017 – 2010*

Organizing and coordinating the money collection in Zoetermeer.

### Volunteer Red cross

*2011 -2012*

Providing support to refugees in relief camps.

### Board member Professional Asian Exchange

*March 2012 – May 2016*

PAX is a network platform for (young) professionals and entrepreneurs who are interested in Asia. We are bringing people together by organizing regularly network events.

### BID network

*Dec. 2011 - 2017*

On a voluntarily basis helping enterprises setting up a business in emerging markets.

### Golf for Greys

*Sept. 2005 – Sept 2018*

Advising one of the biggest golf associations in the world in marketing strategy and business development. With a strong cooperation with different golf courses, restaurants and other partners we became an association with over 2500 members.

### Member of the Participatory Council of the Rotterdam Business School.

*Sept. 2006 - July 2008*

Advising the executive board of Rotterdam Business School. Approving investments and budgets. Improving the education.