

Yousef ten Hoeve

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📍 Place of birth: Emmeloord, NLD



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With extensive experience in operations management, data analysis, market research, customer service, and accounting. Graduated with a Bachelor of Arts in Marketing and International Business from Middlesex University. Born in the Netherlands and raised in a multicultural environment, which provides me with a broad perspective and adaptability.

SKILLSET

Professional

- ✓ Excel / Google Sheets
- ✓ MS Office suite
- ✓ Tableau
- ✓ Data Analytics
- ✓ AutoCAD

Personal

- ✓ Time and resource management
- ✓ Budgeting & cost control
- ✓ Customer service
- ✓ Market research
- ✓ Accounting and bookkeeping

EXPERIENCE

Traffic Specialist | Aug 2023 - Present

ANWB

- Implemented process improvements and developed simplified work methods, including creating advanced tools to support the operations of Traffickers, Duty Managers, and Team Managers. These tools involved extensive use of Excel with complex formulas and the application of Python for more efficient workflow processes.
- Conducted real-time monitoring of workload and turnaround times, ensuring alignment with KPIs.
- Initiated and implemented adjustments in standard staffing and scheduling based on observed deviations.
- Documented deviations and measures taken, reporting to operational management; provided daily advice on employee deployment.

Operations Consultant | Feb 2022 - Aug 2023

Red Sea Consultants (Co-Founder & Partner)

- Determined opportunities and develop real estate projects on raw land.
- Developed briefs for architectural designers and master-planning firm.
- Guided project design from marketing, budget and market perspectives.
- Led market research efforts resulting in a detailed business plan.
- Develop a 3-5 year development & growth plan and commercial manual for all departments.
- Oversaw preparation of development program and concept plan.
- Set up departments, hire a team and motivate sales staff.
- Implemented effective CRM to improve customer satisfaction and increase efficiency.

Operations Manager | Mar 2021 - Feb 2022

Zaro Architects

- Performed annual financial forecasting through project submission, client data and financial statement analysis.
- Implemented a company-wide project management software, using it to monitor employee performance throughout the project timeline, aligning budgeting/forecasting accordingly.
- Conducted investigations on special cases such as submission delays and took relevant preventive measures.
- Communicated with project owners in the processes of following up on payments and deliverables.
- Participated in the process of hiring new architects based on the needed resources and financial forecasts.

Operations Manager & Data Analyst | Feb 2017 – Mar 2021

Core Developments (previously known as Master Key Property Consultancy)

- Prepared client contracts, tracking financials and created reports on a regular basis.
- Coordinated the Zoho One (ERP software suite) for almost all departments of the firm.

Project duties:

- Provided direct guidance to the architects regarding unit layouts, unit types and overall project design before and during the project release.
- Analysed and approved project plans based on market, modifying per demand.
- Forecasted future sales through complex custom-made formulas, taking into consideration factors such as inflation, land value and construction costs.

Sales:

- Monitored and evaluated the performance of the whole sales department.
- Created advanced custom payment plans based on individual customer needs.
- Developed, reviewed and approved automated bilingual contracts for clients and brokers.

Achievements:

- Launched and managed 2 projects simultaneously in prime Red Sea locations on 247,000 m² with more than 500 units (studios, penthouses, villas, etc.), with a total project value of 1,130,000,000 EGP with a remaining land bank of 1,000,000 m² for future projects.

Sales Administrator | May 2016 – Nov 2016

Al Dau Developments

- Created, categorized and finalized contracts, updated the Salesforce database with information missing from the contracts.
- Launched and coordinated the Al Dau Development call centre.
- Created a self-generating and automatically-updating instalment plan for the sales team.
- Created and organized sales reports on statistics and performance for various departments within the organisation.
- Conducted sales team monthly commission & performance calculations via complex commission schemes.

Head of Analytics and Development | Feb 2014 – Aug 2015

MO4 Network

- Invented innovative social media page performance monitoring tools, which ensured efficient reports & useful data insights for the clients including Marriott, Coca-Cola, Sofitel Hotel and more.
- Designed Google Analytics summaries for page and article performances.

EDUCATION

Double Bachelor of Arts in Marketing and International Business degree from Middlesex University, London and Modern Science and Arts University, Giza, Egypt | Sep 2008 – Feb 2013

COURSES AND CERTIFICATIONS

- Google Data Analytics | February 2022
Coursera
- Accounting Foundations | March - April 2021
LinkedIn Learning

LANGUAGES

English - Native / Bilingual Proficiency

Dutch - Full professional proficiency

Arabic - Limited Working Proficiency