

102259-ADM-59A-2010
Senior HR Generalist & Admin Head

Holds a Bachelor in Commerce (Business Administration Dept.) and Human Resources Management Certificate. Has over 11 years' experience in Human Resources in all HR functions including Internal & External Recruitment, Personnel (employees' contracts, resignations, termination & HR letters), Payroll, Employees Relations (handling employee requests & complaints), Public Relations, Compensation & Benefits, Training & Development, Performance Management & Quality.

PERSONAL DATA

Nationality : Egyptian
Birth Date : 21/03/1990
Gender : Female
Marital Status : Married
Residence : Cairo

EDUCATION

- : Bachelor in Commerce (Business Administration Dept.), Cairo University, 2010
- : Human Resources Management Certificate, The American University in Cairo (AUC), School of Continuing Education (2011-2013)
- : Master of Business Administration (MBA), Arab Academy for Science, Technology and Maritime Transport (from 2018 till now)
- : Secondary Education: Agouza for Girls, Giza, 2006

LANGUAGES

Arabic : Native Language
English : Fluent
French : Fair

COMPUTER SKILLS

- : Windows, MS Office (Word, Excel, Power Point), Internet
- : MS Project

TRAINING COURSES AND CERTIFICATIONS

- : Personal Branding, Edraak (Sep. 2020).
- : Business Etiquette, Edraak (Oct. 2020).
- : Sr. Consultant Pathway, Recruitment Juice (Aug. 2019).
- : Stress & time management workshop, Egyptian Council (Nov. 2017).
- : Advanced Excel for HR, HCC (Jan./Feb. 2016).

- : French course, SYE Training Centre (May 2015).
- : "SHRM's New HR Certification" Seminar, Amchamb CONRAD Cairo Hotel (Feb. 2015).
- : Communication Skills, Computek, First premises (Jan. 2015).
- : Building High Performance Teams Seminar, Ascend Institute (Dec. 2014).
- : ISO Standards Awareness, FEE (Sep. 2014).
- : Business English, British Council (from Nov. 2013 till Jan. 2014).
- : Seven Habits Seminar, LEO (Nov. 2013).
- : Graduates Resource Program (GRP), Cairo (Mar. 2011), Office Management: a specially tailored program for Industrial Training consisting of Basic Business Skills Acquisition Program Specialization of the position of office manager with all the tools that this job requires.
- : Faculty of Commerce, Cairo University (Oct. 2010), Member in Advanced Business Community (was a member in learning and development (Human Resources Committee)):
 - Do research and writing articles.
 - Join ABC internship to learn about the human resource field.
- : Basic Business Skills Acquisition (BBSA), Cairo (from Oct. 2010 till Feb. 2011), sponsored by the Future Generation Foundation (FGF):
 - Developed Language and Computer Skills.
 - Enhanced Presentation & Project Development Skills.
 - Acquired Basic Business Skills including: Marketing, Sales, Accounting, Business Correspondence and Report Writing.
- : Researcher in strategic management for Egypt Air (Graduation Project), from Feb. till May 2010: did research for the company strategy and compare it with Quatrya Airways.
- : Summer training at Commercial International Bank, Zamalek branch (Aug. 2009):
 - Had 2 weeks training in the Customer Service Dept. and other.
 - Had 2 weeks training in the back office.
- : E-gas Company (Aug./Sep. 2008), training in the Accounting Dept.: translated the contracts and presented the meetings.
- : Parliament of Vanguard, Elgezeera Youth Center, Cairo (2005-2006), as Secretary:
 - Discussed the political status of Egypt.
 - Took meeting minutes and co-ordinate it.

CHRONOLOGICAL EXPERIENCE RECORD

Dates : From 2020 till now
Job title : Senior HR Generalist & Admin Head
Job Description : Responsible for HR & Admin activities.

Dates : From Apr. 2019 till Dec. 2019
Job title : Senior Recruitment Consultant
Job Description :

- Responsible for recruitment activities for Egypt, the Middle East & Africa.
- Attract new clients to deal with NES – BD tasks.
- Responsible for SLB – Schlumberger – activities in Egypt.
- Handle all required admin / finance tasks.

- Follow up on client's invoices.

Dates : From Mar. 2013 till Apr. 2019
Employer : First Egyptian Engineering (Outsourcing for HR Services Company)
Job titles : • Senior HR Generalist (Deputy HR Manager) (from Jan. 2017 till Apr. 2019)
 • HR Specialist / Generalist (from Jan. 2015 till Jan. 2017)
 • HR Coordinator / Generalist (from Mar. 2013 till Jan. 2015)
Job Description : • Respond to internal & external recruitment requests.
 • Ensure continuous update of the recruitment database & maintain a secured filing system for resumes.
 • Follow up consultants' mobilization or termination procedures with clients and with related departments.
 • Prepare a monthly report reflecting the recruitment overall performance and present it to the HR Manager.
 • Participate in salary surveys in order to recommend revisions to company compensation and benefits programs ensuring its competitiveness.
 • Announce for the performance appraisal runs, consolidate completed forms, and submit to HR Manager.
 • Identify training needs of the employees in collaboration with HR Manager to fulfil performance gaps based on appraisal outputs.
 • Compliance with the set policies and procedures.
 • Respond to employees' inquiries regarding their employment in order to maintain cooperative relationships.
 • Ensure the processes needed for the QMS are established, implemented, and maintained – ISO champion.
 • Handle all employees' queries regarding their cell phones, and lines with Vodafone.

Dates : From Feb. 2014 till May 2014
Employer : Resala Training Center
Job title : English Teacher

Dates : From Oct. 2011 till Feb. 2013
Employer : Resource Professional Company (Recruitment Agency), Cairo
Job titles : • Recruitment Team Leader
 • SEC Account Manager
Job Description : • Account Manager for Saudi Electricity Company, handle all recruitment and travelling processing for SEC.
 • Screen CVs to provide our clients with key people to fulfil their required positions.
 • Conduct initial interviews for candidates for internal and external positions.
 • Arrange and coordinate interviews workshops.

Dates : From Jul. 2011 till Sep. 2011
Employer : Wasla (Outsourcing Company)
Job title : International Account Advisor

- Job Description** :
 - Work for Vodafone International Service – UK account.
 - Discuss customers' bills and payments over the phone.
 - Handle light technical issues for handset and network.
- Dates** : Jun./Jul. 2011
- Employer** : Stream Global Services (Outsourcing Company)
- Job title** : Support Professional
- Job Description** :
 - Work for SIRUISXM – satellite radio – US account.
 - Discuss customers' bills and payments over the phone.
 - Provide customers with all information needed for radio subscriptions.
 - Make up selling for SIRUISXM radios and offers.