

Holds a Bachelor in Commerce (Accounting) and Master in Business Administration (MBA). Has about 14 years experience working in Administration / HR.

## PERSONAL DATA

Nationality : Egyptian  
Birth Date : 25/11/1986  
Gender : Male  
Residence : Ain Shams, Cairo

## EDUCATION

: Bachelor in Commerce (Accounting), El-Motatawera Academy, Giza, 2007  
: Master in Business Administration (MBA), Cairo University, 2014

## LANGUAGES

Arabic : Native Language  
English : Good

## COMPUTER SKILLS

: Windows, MS Office (Word, Excel), Internet  
: ERP Scala, Order to Cash Module, Acrobat

## TRAINING COURSES AND CERTIFICATIONS

: Occupational Health and Safety for General industries Accordance to OHSAS from AAST (2020).  
: CPR, AED & First-Aid Certification from National Health Care Provider Solutions (NHCPs) (online 2020).  
: Safe driving & Defensive driving training, Road Safety Training Center in Egypt (2016).  
: Change Management, Nestle Leadership Development Program (2015).  
: ISO 14001:2004 & OHSAS 18001:2007, Sponsored Integral Management & Quality Solutions in Egypt (2015).  
: International import & export consultant, World Trade Organization Institute in Egypt (2015).  
: Occupational Safety and Health for the members of the committees at Nestle Waters, NIOSH (2014).  
: Training of Trainers, The Global Training Academy in Egypt (2014).  
: Emotional Intelligence & Interpersonal Skills, Nestle Leadership Development Program (2010).

- : Customer Service, Huthwaite International in Egypt (2009).
- : Effective Leadership Skills, Nestle Leadership Development Program (2009).
- : MS Excel & Word (Advanced Level), Microsoft Egypt, IBM Center (2008).
- : International Computer Driving License, IBM Center, Egypt (2007).
- : Computerize Accounting, VISION ACADAMY Center, Egypt (2007).

## CHRONOLOGICAL EXPERIENCE RECORD

- Dates** : From Jan. 2020 till Jan. 2022
- Employer** : Valley Water Company
- Job title** : HR Generalist & Administrative / HR dept.
- Job Description** :
- Monitor site legal compliance and ensure the site meets all local/national regulatory requirements and Unilever standards, provide advice on national SHE legislation requirements & implement relevant procedures and policies.
  - Manage the SHE teams responsible to deliver Occupational Health, Safety and Environment result.
  - Organizing events and conferences through reserving site and all the needed tools.
  - Applied requirements for HR and Administration department about ISO9001:2015.
  - Advise and update the organizational structure to achieve operational excellence.
  - Review the current job analysis for all job titles, update it - if needed -, and assure that it is well-communicated & applied.
  - Manage the whole recruitment and selection process and conduct - by himself - the HR interviews.
  - Develop and prepare various policies and procedures for different company's departments in line with department heads and communicate them to all employees.
  - Maintain and revise the company's handbook on policies and procedures.
  - Analyze the workflow within the function structure to eliminate overlapping.
  - Assist in developing Performance Management System, communicate it to the whole staff, and monitor the overall company's performance through applying KPIs and performance standards.
  - Issue the TNA, training plan & budget, implement the training plan across the year, and manage the training documentations.
  - Insure that all services supporting the working process are running smoothly, efficiently and ensure that remains to safe these include: Security, Camera System, Cleaning, transportation, car leasing, travel, maintenance of office equipment, Infrastructure and catering.
  - Handling and preparing social insurance forms (S1, S2, S6) for factory.
- Dates** : From Feb. 2018 till Dec. 2019
- Employer** : New Cairo Academy
- Job title** : Organizational Development & Administrative / HR dept.

- Job Description** :
- Help to develop strategic plan for the program (covering finances, operations, marketing, staff development, communications and policy) with annual objectives.
  - Advise and update the organizational structure to achieve operational excellence.
  - Planning, recommending and implementing the Training Centre program.
  - Working with staff and instructors to establish effective Training Center Internal Team.
  - Helping line managers and trainers to solve specific training problems.
  - Identify “core competencies” of workforce with training director.
  - Responsible for the purchase process from first step to final step.
  - Manage the team and standardization and optimization of processes and organizational structures.
  - Planning and managing internal and external dates (e.g. meetings, events and travel).
  - Insure that all services supporting the working process are running smoothly, efficiently and ensure that remains to safe these include: Camera System, Cleaning, transportation, maintenance of office equipment, Infrastructure.
  - Setting the Academy administrative budget.
  - Handling all contracts and bills related to the providers.

**Dates** : From Jan. 2014 till Jan. 2018

**Employer** : Nestle Waters - Egypt

**Job title** : General Services & Administration Specialist / HR department

- Job Description** :
- Insure that all services supporting the working process are running smoothly, efficiently and ensure that remains to safe these include: Security, Camera System, Cleaning, transportation, car leasing, travel, maintenance of office equipment, Infrastructure.
  - Establish and implement work strategies and action plans for employees, Showrooms and warehouse.
  - Liaise with outside contractors such as waste removal and gardeners to ensure that regular site visits are conducted as per agreements.
  - Investigate, analyze and review accidents and criminal acts within the organization.
  - Insure that the cafeteria is adequately supplied with provisions.
  - Following up the compliances.
  - Organizing events and conferences through reserving site and all the needed tools.
  - Plan the best allocation and utilization of space and resources for the premises.
  - Respond appropriately to emergencies or urgent issues as they arise and deal with their consequences.
  - Maintain up-to-date lists of contractors and pricing arrangements to ensure that the company achieves the most favorable commercial terms (technical scope).
  - Assist in the development of the Facilities budget to include a review of the past year’s expenses.
  - Act as a contact point with local, Municipality and governmental authorities in general – this includes Health, electricity company, Ministry

of Interior and Safety Authorities to 8 warehouses.

- Liaise with company management to expedite approvals, authorizations or other matters related to outside authorities.
- Following up the schedule work for construction projects at all warehouses and produce reports, presentations and briefs.
- Handling the petty cash and reconciling it with the finance department.
- Help purchasing in obtaining 3 offers during suppliers' selection stage based on selected species.

**Dates** : From Jul. 2008 till Jan. 2014

**Employer** : Nestle Waters - Egypt

**Job title** : Customer Service / Supply Chain dept.

**Job Description** :

- Reducing cost to serve by elimination of the NQC, and streamline the order flow.
- Review existing processes, systems and improve / automate to deliver desired customer service, product availability and cost to serve.
- Budget management for customer service area.
- Develop, motivate team members.
- Ensuring the highest level of customer service throughout the order life cycle.