

Holds a Bachelor in Commerce (Accounting) and has more than 12 years experience working in HR and administration.

PERSONAL DATA

Nationality : Egyptian
Birth Date : 30/10/1983
Gender : Female

EDUCATION

: Bachelor in Commerce (Accounting), Cairo University, 2006

LANGUAGES

Arabic : Native Language
English : Fluent
French : Basics

COMPUTER SKILLS

: Windows, MS Office, Internet

TRAINING COURSES AND CERTIFICATIONS

: ISO 9001:2008 (TUV).
: HR Diploma, Sadat Academy (2008).
: Mini MBA, Swiss E-Learning Institute (2012).
: Labor Law, IMC (2008).
: In House Training courses:

- Team working (2007).
- Time Management (2009).
- Business Writing (2009).
- Communications skills (2009).
- Art of Management (2010).

CHRONOLOGICAL EXPERIENCE RECORD

Dates : From Aug. 2018 till now
Employer : CES Consulting Engineers Salzgitter GmbH Co.
Project : KFW Mega Project (IWSP2) with 300 Million EUR budget
Job title : HR Manager TA /IWSP2

- Job Description** :
- Initiating, Managing and enforcing project HR systems, policies, procedures and guidelines.
 - Provide HR services, including talent acquisition, staffing, employment processing, compensation, training and development, records management, health and safety, employees' relations and retention.
 - Creating and leading project internal communication system.
 - Acting as a liaison with PMU/HCWW and performing public relations functions.
 - Liaising with Funding Agencies in the formulation and implementation of general and specific projects.
 - Organizing events including Steering Committee meetings, bi-weekly meetings, workshops, training, seminars, conferences and overseas study tours.
 - Leading and managing the selection process of support staff requirements and delegated tasks.
 - Leading the client's trainings whole process and procedures upon the training needs assessment.
 - Leading project staff time sheets processing system.
 - Leading in and out correspondences procedures and communication.
 - Coordinating and dealing with PMU for all of the Admin, HR work and needs.
 - Managing project financial administration & support Department Budget.
 - Leading and supporting international staff traveling /accommodation procedures.
 - Leading project meetings and workshops organizational procedures.
 - Leading deliverable submission process with final reviewing, printing, stamping, preparation and logistics procedures to deliver both of hard and soft copies to the client and stakeholders.
 - Managing the project assets, equipment, needs and maintenance.

Dates : From Jan. 2017 till Jul. 2018

Employer : Mott MacDonald Co.

Project : World Bank (WB) Mega Project (SRSSP) with 1.2 Billion USD budget

Job title : HR & Office Operational Manager TA SRSSP

- Job Description** :
- Establishing and Leading 6 of the departments heads by mentoring and controlling all of the Support departments (HR - PR - Logistics - Accounting - IT - Administration).
 - Developing and implement HR & Admin strategies and initiative aligned with overall business strategy.
 - Supporting current and future business needs through the development, engagement, motivation and of human capital.
 - Leading the office management work and system.
 - Coordinating with PMU to sort out invoice's errors and issues (TSs amendments and tracking-project general invoices).
 - Supervising the accountant by controlling the petty cash budget upon the project needs.
 - Managing the selection process of support staff requirements.
 - Organizing events including Steering Committee meetings, bi-weekly meetings, workshops, training, seminars, conferences and overseas study tours.
 - Organizing and supporting the international staff for their traveling

/accommodation procedures.

- Maintaining management guidelines by preparing, updating, and recommending human resources policies and procedures.
- Leading project staff time sheets processing system.
- Creating and developing project internal communication system.
- Leading the senior governmental & regional project events by counseling & maintaining organizers' tasks and fluency of event process.
- Managing project financial administration & support staff Budget.
- Counseling employees Duties and activities with project management & country representative.
- Coordinating and dealing with both of partners (International-National) & client (PMU).
- Mentoring, delegating and supervise Cairo, Dakahlia, Sharkia and Behiera offices through their regional office managers.
- Maintaining monthly BCS database submission to U.K. head office & TL through the financial departments.
- Health & Safety Manager (Qualify & Maintain Health & Safety Qualification by preparing, maintaining the health and safety policies and procedures, reviewing employees' H&S applying system, reporting and resolving the incident issues).
- First Aider (Qualify & Maintain First Aid Qualification).
- Creating and developing the achieving system by coordination and supervise the IT person.
- Community & Gender Coordinator SRSSP (part time) (from Jan. 2017 till Jul. 2018):
 - Provide support to the Citizen Engagement team in PIUs (Program implementation Units) in WSCs to help them putting in place systems and practices for active citizen engagement as part of the PIUs' planning and management systems. The aim is to be strengthening the downward accountability of PIUs to their customers'. The rationale is to make investment and service delivery decisions of PIUs more responsive to local priorities.
 - Support the PIUs to observe the social safeguards of the WB in land acquisition through: installing processes, functions and capacity related to systemic implementation of dialogue, awareness building, consultation, and gender balance at a very early stage of investment planning and design.
 - Community engagement meetings, people and culture improvements and positive changes.
 - Develop processes and tools for beneficiary feedback surveys/citizen report cards.
 - Develop reviewing procedural guidelines for community engagement.
 - Install processes for beneficiaries' access to information.
 - Develop guidelines for community consultations related to service system models, technologies and operation and maintenance schemes.
 - Support the Citizen Engagement teams in PIUs to sharpen skills of identifying and working with natural leaders and utilizing social capital in local communities in support of the Program (e.g., build skills of community mapping; community consultations, assist in developing a manual of community engagement; design,

- administration of beneficiary feedback surveys, etc.).
- Help identifying and support filling institutional and organizational capacity gaps in related entities inside the WSCs. Ensure that adequate attention is paid to gender in conducting all surveys and collection and analysis of demographic, physical, economic and financial data to attain this objective.
 - Ensure that gender-disaggregated analysis is conducted the description of the situation of both men and women.
 - Summary of gender-disaggregated health statistics.
 - Description of women's and men's roles in the current status of water supply.
 - Ensure that gender issues are appropriately considered during the project preparation and design phase. Areas of emphasis include data collection, denervation of overall project objectives and activities, and gender-sensitive project.
 - Collected data are gender-disaggregated for the Government and agency policies on gender issues in general and water and sanitation in particular.
 - Summary of men's and women's status and roles in the project.
 - Inventory of existing community and NGO groups in the project areas and men's and women's roles in each.
 - Women's and men's views on existing water and sanitation systems in the community.
 - Ensure the project goals, objectives, and activities are gender-sensitive and meet the needs and priorities of both villages' women and men.
 - Identify constraints to women's participation and developing strategies to minimize or eliminate them.
 - Make adequate staff and budget provisions for women's as well as men's involvement.
 - Develop a strategy for staff training in gender analysis.
 - Ensure that project design provides for their constitution in a gender-sensitive.
 - Ensure that both women and men are involved in key project decisions.
 - Ensure the gender-sensitive project design is well implemented.
 - Develop gender strategy and refined the strategy developed during the preparation.
 - Hire and supervise gender staff.
 - Gender training sessions develop community level training concerning the gender part and women empowerment training.
 - Maintaining and develop M&E system that includes gender disaggregated data with the mod-courses during the implementation for better attention to gender part.
 - Developing adequate information channels between villages' women and men, program and governmental staff.
 - Analyzing men's and women's participation and their access and control over management and resources (decision Making - Financial - Participation - Management - Maintenance).
 - Examining staff attitude towards gender issue and its effect on

outcomes.

- Examining women's and men's roles in determining technology, siting of facilities types.
- Lessons drawing and giving the recommendation for the upcoming projects.
- Reviewing all of the social, citizen engagement manuals.
- Citizen Engagement successful stories reports.

Dates : From Apr. 2014 till Apr. 2016
Employer : P&ES Consukorra - Zoser Application - Cairo
Job title : Operations & In-House Sales Manager
Job Description :

- Establishing and develop Operational and sales teams.
- Developing & Building up teams to apply planned strategies to improve the company development plan.
- Initiating & developing teams plan (Short / Long).
- Planning & managing all staff duties and activities through their supervisors.
- Managing outsourcing companies' contracts for the requested agents (RFP - Recruitments - Contracts - following up - achievement & Targets - contracts renewal).
- Managing, receiving & approving staff plans & reports.
- Maintaining management guidelines by preparing, updating, and recommending human resources policies and procedures.
- Maintaining professional and technical knowledge by reviewing professional publication, giving needed trainings and building a real professional behavior and background.
- Building up & Developing teams with the required skills to match organization vision & objectives.
- Training new teams' members (presentation - product - closing - objection handling - customer service - product delivery Services - Leadership - Motivation).
- Initiating & following through staff targets achievements.
- Preparing employees for assignments by establishing and conducting orientation and training programs.
- Maintaining the work structure by updating job requirements and job description for all position.
- Maintaining organization staff by establishing a recruiting, interview program, counseling manager on candidate selections; conducting and analyzing exit interview and recommending changes.
- Complete human resources operational requirements and following up on work results.

Dates : From Apr. 2007 till Oct. 2014
Employer : Gulf Agency LTD - Cairo
Job title : HR Manager
Job Description :

- Leading the HR staff in 6 governorates (Cairo, Alex, Suez, Port Said, Safaga, Ain Sokhna).
- Developing and implement HR strategies and initiative aligned with overall business strategy.
- Bridge management and employees' relations by addressing demand,

grievances or other issues.

- Manage the selection process of requirements.
- Support current and future business needs through the development, engagement, motivation and preservation of human capital.
- Develop and monitor overall HR strategies, systems, tactics and procedures across the organization.
- Oversee and manage a performance appraisal system that drives high performance.
- Maintain pay plan and benefits program; by conducting periodic pay survey, conducting job evaluation, preparing pay budgets, monitoring and scheduling individual pay action.
- Report to management and provide decision support through HR matrix.
- Ensure legal compliance throughout human resources management.
- Prepare employees for assignments by establishing and conducting orientation and training programs.
- Maintain the work structure by updating job requirements and job description for all position.
- Maintain organization staff by establishing a recruiting, interview program, counseling manager on candidate selections; conducting and analyzing exit interview and recommending changes.
- Ensure planning, monitoring and appraisal of employees work results by training managers to coach and discipline employees, hearing and resolving employees' grievances and counseling employees and supervisors.
- Maintain employees' benefits programs by informing and knowing benefits needs and trends, recommendation benefits programs to management, processing benefits claims, awarding benefits contracts.
- Maintain management guidelines by preparing, updating, and recommending human resources policies and procedures.
- Maintain historical human resources records by designing a filling and relative system.
- Maintain professional and technical knowledge by attending educational workshops, reviewing professional publication, establishing personal networks and participating in professional societies.
- Complete human resources operational requirements and following up on work results.
- Maintain human resources staff job results by counseling and disciplining employees, planning, monitoring, and appraising job result.
- Contribute to team effort by accomplishing related results as needed.

Dates : From Jul. 2006 till Apr. 2007

Employer : Gulf Agency LTD - Cairo

Job title : Admin. Assistant

Job Description :

- Handling outgoing and incoming calls.
- Distributing electronic incoming faxes.
- Purchasing (Office supplies, buffet stuff, stationary).
- Handling local & international courier (incoming and outgoing).
- Managing administration related payments, expenses and hotel accommodation reservations.
- Training reservations.
- Supervising and assigning tasks for runners and office boys.

- Performing general office support functions (petty cash-send & receive all mails).

- Field of experience :**
- A business management executive with over 12 years of experience in Human Resources and Organizational setups including building up organizational teams and departments in both startups & well-established companies in Egypt, U.K, Germany, Netherland, Malaysia and India. This professional experience was supported by a degree in Business Administration (MBA) & HR Diploma.
 - Very good experience in managing social components through the framework of internationally funded development projects, which include -for example but not limited to- people and culture development and improvement, empowering women and vulnerable groups by coaching them to meet and achieve their targets, improve the social culture by enhancing the level of communication and public hearings.