

Holds a Bachelor in Commerce (Business Administration Dept.) and Human Resources Management Certificate. Has over 7 years hands-on experience working in HR field.

## 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 (from Oct. 2011 till Mar. 2013)
- : Master of Business Administration (MBA), Arab Academy for Science, Technology and Maritime Transport (from Oct. 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

- : 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

<b>Dates</b>	:	From Mar. 2013 till now
<b>Employer</b>	:	First Egyptian Engineering (Outsourcing for HR Services Company)
<b>Job titles</b>	:	<ul style="list-style-type: none"> <li>• Senior HR Specialist / Generalist (Deputy HR Manager) (from Jan. 2017 till now)</li> <li>• HR Specialist / Generalist (from Jan. 2015 till Jan. 2017)</li> <li>• HR Coordinator / Generalist (from Mar. 2013 till Jan. 2015)</li> </ul>
<b>Job Description</b>	:	<ul style="list-style-type: none"> <li>• Respond to internal &amp; external recruitment requests.</li> <li>• Conduct interviews with candidates and prepare short-listed candidates to ensure compliance to the set policies and procedures.</li> <li>• Ensure continuous update of the recruitment database &amp; maintain a secured filing system for resumes.</li> <li>• Prepare all consultants mobilization or termination required documents.</li> <li>• Follow up consultants' mobilization or termination procedures with clients and with related departments.</li> <li>• Prepare a monthly report reflecting the recruitment overall performance and present it to the HR Manager.</li> <li>• Participate in salary surveys in order to recommend revisions to company compensation and benefits programs ensuring its</li> </ul>

competitiveness.

- Suggest benefits' policies and modifications to ensure that programs are current and competitive.
- 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.
- Conduct employee opinion survey to enhance morale of employees & organize motivation effort.
- Collect the employees hiring documents and prepare their employment contracts.
- Update the Governmental Relations unit with the new hires and exit employees in order to handle labor and social insurance authorities' requirements.
- Validate and implement medical insurance plan for all employees to provide a satisfactory medical service and ensure compliance with the set policies and procedures.
- Respond to employees inquiries regarding their employment in order to maintain cooperative relationships.
- Handle investigations and take the proper action(s).
- Prepare periodical reports on training activities in order to support HR Manager in decisions making.
- Search and select training providers including identification of course objectives and content.
- Handle training sessions by attending, evaluating and coordinating any inquires.
- Ensure the processes needed for the QMS are established, implemented and maintained - ISO champion.
- Handle all employees' queries regarding their cell phones, 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** :

- Team Leader & Account Manager (from Feb. 2012 till Feb. 2013)
- Recruitment Specialist (from Oct. 2011 till Feb. 2012)

**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.