

Holds a B. Sc. in Education and Arts and has more than 9 years hands-on experience working as HR Professional. Skilled in attracting the most qualified employees and matching them to jobs for which they are well suited. Providing HR Coaching, development and innovative problem solving.

PERSONAL DATA

Nationality : Egyptian
Birth Date : 25/06/1986
Gender : Male
Marital Status : Married
Residence : Cairo

EDUCATION

: B. Sc. in Education and Arts (English Department), Beni Suef University, 2007

LANGUAGES

Arabic : Native Language
English : Fluent

COMPUTER SKILLS

: Windows, MS Office (Word, Excel, Power Point), Internet
: MS Visio
: Oracle CRM
: Hits

TRAINING COURSES AND CERTIFICATIONS

: Human Resources Management (HRM) Diploma, Cambridge College (2011).
: Competency based Interview, PHC Knowledge Academy (2014).
: KPIs and performance management, PHC Knowledge Academy (2014).
: Change management, PHC Knowledge Academy (2014).
: MBTI Personality Test, Lucid Academy (2014).
: Mind Mapping, Zedny (2014).
: Fast Reading, Zedny (2014).

CHRONOLOGICAL EXPERIENCE RECORD

Dates : From Nov. 2015 till now
Employer : Rowad Modern Engineering, Maadi
(Construction - 800 Employees)
Job title : Senior Recruitment Specialist
Job Description :

- Follow recruitment plan and manpower planning.
- Discuss recruitment plan with line managers to execute the final recruitment plan.
- Work on fulfill recruitment plan through internal and external sources.
- Conduct face to face interview through competency based interview method.
- Conduct job descriptions, IQ, Computer and English tests.
- Arrange and coordinate with line managers for the final interview.
- Conduct exit interview and turnover analysis report.
- Conduct recruitment reports to HR Manager.
- Assist on all other HR functions.

Dates : From Feb. 2015 till Oct. 2015
Employer : Contact Group, 10th of Ramadan City
(Industrial and Commercial Group - 1000 Employees)
Job title : HR Specialist
Job Description :

- Reporting to HR Section Head.
- Supervising 2 HR Coordinators.
- Follow recruitment plan and manpower planning.
- Discuss recruitment plan with line managers to execute the final recruitment plan.
- Work on fulfill recruitment plan through internal and external sources.
- Conduct face to face interview through competency based interview method.
- Conduct job descriptions, IQ, Computer and English tests.
- Arrange and coordinate with line managers for the final interview.
- Conduct exit interview and turnover analysis report.
- Conduct recruitment reports to HR Manager.
- Assist on all other HR functions.

Dates : From Nov. 2014 till Feb. 2015
Employer : El Araby Group
(Industrial and Commercial Group - 3500 Employees)
Job title : Recruitment Specialist
Job Description :

- Reporting to Recruitment Section Head.
- Follow recruitment plan and manpower planning.
- Discuss recruitment plan with line managers to execute the final recruitment plan.
- Work on fulfill recruitment plan through internal and external sources.
- Conduct face to face interview through competency based interview method.
- Conduct job descriptions, IQ, Computer and English tests.
- Arrange and coordinate with line managers for the final interview.

- Conduct exit interviews.
- Conduct recruitment reports to Recruitment Section Head.

Dates : From Aug. 2011 till Oct. 2014
Employer : Merge for Recruitment
 (Recruitment and HR Consultancy Company - 15 Employees)
Job title : Recruitment Specialist acting as Senior
Job Description :

- Reporting to Recruitment Supervisor.
- Supervising 1 Recruitment Coordinator.
- Receive CVs and applications submitted by the company from all known channels.
- Screen CVs and short-listing suitable candidates to meet the criteria of the required job vacancy.
- Appoint short-listed candidates for interviews..
- Conduct telephone interviews.
- Prepare the assessment sheets of the interviewed candidates.
- Arrange and coordinate with line managers for the final interview.

Dates : From Jan. 2010 till Aug. 2011
Employer : Unionaire Group, 6th of October City
 (Industrial and Commercial Group - 3000 Employees)
Job title : Customer Service Agent
Job Description :

- Reporting to Customer Service Team Leader.
- Handle internal and external customer enquiries on the telephone providing accurate and pertinent information according to the Call Centre guidelines and quality standards.
- Understand customer needs and effectively resolve customer complaints and problems, and escalating issues to appropriate persons/teams whenever needed.

Dates : From Dec. 2008 till Dec. 2009
Employer : F.A.S Intl, Cairo
 (International Financial & Banking Services Company - 100 Employees)
Job title : Offshore Telesales Agent
Job Description :

- Reporting to Offshore Telesales Team Leader.
- Handle internal and external customer enquiries on the telephone providing accurate and pertinent information according to the Call Centre guidelines and quality standards.
- Understand customer needs and effectively resolve customer complaints and problems and escalating issues to appropriate person/ teams whenever needed.

Field of experience :

- Manpower Planning / Forecasting.
- Recruitment & Staffing.
- Organizational Development.
- Team Building and Leadership.
- Training & Development Programs.
- Basics in Performance management.
- Basics in Reward Management.

- Conducting Competency based Interviews.
- Conducting Job Analysis.
- Conducting Job Description.
- Job Evaluation.
- Staff Development and Employee Relations.
- BSC (Balanced Scorecard).