

Has about 8 years experience working as HR Executive, Recruitment Coordinator and Sales.

PERSONAL DATA

Nationality : Egyptian
Birth Date : 26/08/1987
Gender : Male
Marital Status : Single
Residence : Heliopolis, Cairo

EDUCATION

: Faculty of Law (English Department), Ain Shams University, 2009
: Secondary Education: Patriarchal College (Heliopolis), 2005

LANGUAGES

Arabic : Native Language
English : Fluent
French : Basics

COMPUTER SKILLS

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

TRAINING COURSES AND CERTIFICATIONS

: ICDL (International Computer Driving License) (2007).
: Communication Skills Course at Etisalat Egypt (Sep. 2010).
: International organization (Faculty of Law, English section) (2008).

CHRONOLOGICAL EXPERIENCE RECORD

Employer : Trans Business for Trading and Distribution (TBTD), Partner of Philip Morris, Egypt
Job title : HR Executive
Job Description :

- Marketing available training opportunities to employees and providing necessary information.
- Full Awareness of doing all the Assessment Process.
- Recruiting and staffing all positions.
- Organizational and space planning.
- Employee orientation, development, and training.

- Examine job descriptions and qualifications to determine applicant requirements and use a variety of methods, such as media, Internet job sites and employment agencies to locate qualified candidates.
- Interview applicants, verify references and compare the job criteria to the applicant's qualification.
- Excellent in organizing all the Trainings in the company.
- Compiling and recording personnel records, including employees' addresses, compensation and absences, as well as tracking employee performance and recording any issues.

Dates : From Apr. 2015 till May 2016

Employer : Ethics HR Company (Recruitment Agency)

Job title : Recruitment Coordinator (HR dept.)

Job Description :

- Analyze the recruitment process performance, prepare the recruitment dashboards, present dashboards, recommend changes to the recruitment process and implement changes.
- Analyze the performance of recruitment agencies, the cost per hire, time to hire and recommend changes and improvements.
- Track the list of the recruitment agencies and their terms and conditions; introduce standardized terms and conditions for the recruitment vendors if possible.
- Analyze the recruitment software and recommend and implement changes to it.
- Measure the performance of HR Recruiters and provide feedback to them.
- Identify difficult job vacancies and investigate the best recruitment approach for them.
- Analyze the recruitment software and implement changes and improvements.
- Keep the documentation of the recruitment process up to date.
- Train new HR Recruiters (induction program).

Dates : From 2013 till 2014

Employer : Citi Bank

Job title : Telesales Agent (Loans)

Job Description :

- Identify opportunities, produce leads and book appointments for the sales force with the emphasis on high quality leads.
- Develop creative pitches and propositions aimed at specific industry sectors.
- Proactively follow up leads generated from canvassing by the account managers.
- Use of initiative to identify and follow up opportunities with companies who are not already on the database.
- Manage the database to a high degree of accuracy to ensure targeted marketing activity can take place to generate new business.
- Work closely with the marketing team to achieve sales objectives.
- Negotiate commercial terms within set guidelines.
- Attend monthly meetings with the Corporate Account Managers to update information and discuss any issues.
- Contribute to the team performance by sharing and implementing Best

Practice Ideas.

Dates : From 2010 till 2012
Employer : Etisalat Egypt
Job title : Retail Sales
Job Description :

- Taking customers by queue number in a particular form.
- Selling all the products of the company like lines (Prepaid and Postpaid) USB Modem, mobiles, Routers (I Modems, I Pad).
- Make deals with customers to buy postpaid lines by showing good number to them and choosing the suitable Rate plans to them.
- Make deals with companies to take corporate lines on the packages suitable to them.
- Solving hard problems for customers like a customer has a huge Bill and he didn't consume, a customer didn't take his offer on his line a customer has a line and his line deactivated automatically.
- Putting in hard situations with customers shouting and under pressure and how to handle this customer and make him satisfied and convincing him to the suitable decision (Not only selling).
- Making settings of the internet for IPad, iPhone and for Android mobiles.
- Paying bills, recharging for customers, removing hot line and suspension for lines.
- Settlement and batching for visa machine at the end of the day.
- Archiving folders of the contracts and checking the display at the end of the day.
- Working shifts may be Am, Pm or full day, depending on the power of the shift.
- Working in two stores EI-Rehab store at EI-Rehab City and Mostafa EI-Nahas store at Nasr City.

Dates : From 2009 till 2010
Employer : Vodafone Egypt Telecom Company
Job title : Telesales Agent
Job Description :

- Generate and qualify leads through cold calling.
- Manage leads by tracking and following up on them.
- Conduct sales presentations and product demos via the phone and internet.
- Close sales and meet monthly sales goals in accordance with development plan.
- Produce activity reports.
- Attend tradeshows and conferences.
- Work with affiliate sales to cross-generate leads.