

Holds a Bachelor of Commerce (Business Administration) and has about 5 years hands-on experience working in HR and administration field.

PERSONAL DATA

Nationality : Egyptian
Birth Date : 29/06/1991
Gender : Female
Marital Status : Married
Residence : 5th Settlement

EDUCATION

: Bachelor of Commerce (Business Administration), Ain Shams University, 2013
: AAST: MBA candidate, 2019-2021
: Secondary Education: St. Fatima Language School

LANGUAGES

Arabic : Native Language
English : Excellent
French : Fair

COMPUTER SKILLS

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

TRAINING COURSES AND CERTIFICATIONS

: Training at Top Business for recruitment and outsourcing.
: Selling Skills (1 day session), Global Academy (2010).
: Banking – undergraduate program, Egyptian Banking Institute (2009).

CHRONOLOGICAL EXPERIENCE RECORD

Dates : From Sep. 2018 till now
Employer : African Export and Import Bank
Job title : HR Group Support
Job Description :

- Responsible for all administrative tasks for Payroll, Personnel and Recruitment.
- Ensure that new hires induction.

- Following up with stakeholders for completion of Medical card issuance, life insurance, contract and other administrative tasks.
- Checking the receipt of all needed documents for new hires and leavers.
- Working on Education claims (reimbursement or payment to schools), car loans and general loans.
- Issuing HR letters upon requests.
- Working on HR events like international recruitment events.
- Issuing invoices and following up on payments for vendors.
- Acting as Assistant to the Director of Human Resources.
- Point of contact with employees for any inquiry that face them.

Dates : From Jul. 2018 till Sep. 2018
Employer : Kantar
Job title : Senior Project Management Executive
Job Description :

- Responsible for the accomplishment and completion of the project tasks as per the timeline, adhering to quality standards and best practices.
- Ensure implementation of project schedules and processes.
- React to project adjustments promptly and efficiently to ensure that all parties are aligned.
- Attend the debrief/ wrap up meeting, assisting the setting of the agenda, and collate information challenges, learnings, highlights, and so forth.
- Ensure that the translated version of the questionnaire is ready on time and share it with the CS for the final Sign-off.
- Send questionnaire, sample, adverts, videos and/or any other electronic prompt material to Scripiter Attend the kick off meeting when required.
- Briefing of Supervisors/Field managers for UAE and KSA jobs.

Dates : From 2015 till Jun. 2018
Employer : AXA Egypt
Job title : Operation Officer
Job Description :

- Managing around 45 accounts (35,000 insured) by providing a high quality of customer service and well organized administrative work.
- My scope starts from issuing the customers contracts and invoices till checking the conditions of acceptance of the customer's request.
- Interacting with the customer if necessary via digital media, or using automatized system and various available data to make to right decision.
- During this process, I work in cooperation with other teams such as the underwriting, customer care, medical claims and prior approvals to ensure that the client receives the desired service in a timely manner.
- Modifying coverage concepts to the client preference.
- Training new team members on the work process and system to gradually be a fully functioning team member. Which in return enhances the work flow and team coordination and communication.
- Achievements:
 - Team Champion, following up with the team's managers and HR on Team to Team satisfaction, communication and growth.
 - One of the first production team members to join AXA during the launching period.

Dates : From 2014 till 2015
Employer : Nefertari British International School (IGCSE department)
Job title : Assistant Headmistress
Job Description :

- Worked on Subjects registration for students.
- Assisting in parent meetings and calling parents to resolve any issues or communicating any new announcements.
- Communicating with teachers any students/parents problem to make sure the issues are resolved.

Dates : 2014
Employer : LA Weddings and Events
Job title : Event Coordinator
Job Description :

- Meeting with clients to offer the available different packages and negotiate their prices.
- Coordinating with the hotel staff the wedding/event program.
- Collecting all available packages on photographers.
- Marketing plan for LA wedding chain.
- Coordinated Weddings held in:
 - Sofitel Al Gezira.
 - JW Marriot.
 - Marriot Zamalek.