



## SUMMARY

Plan, Supervise, and coordinate human resource management activities of the organization to maximize the strategic use of human resources and maintain functions such as recruitment including selection of directors and other high-level staff, personnel policies, and performance management

Specialties,

Human Capital Management, Organization Behavior, Organization Development, Recruitment processes design & architecture, Professional Interviews, Performance Management, Learning & Development ROI Calculation, Culture Control..

## EXPERIENCE

### I – Human Resource Manager Heliopolis Developers Group Sep 2013– Till Present



- Serve as a link between management and employees by handling questions, interpreting and administering contracts and helping resolve work-related problems.
- Analyze and modify compensation and benefits policies to establish competitive programs and ensure compliance with legal requirements.
- Advise managers on organizational policy matters such as equal employment opportunity and sexual harassment, and recommend needed changes.
- Perform difficult staffing duties, including dealing with understaffing, refereeing disputes, firing employees, and administering disciplinary procedures.
- Plan and conduct new employee orientation to foster positive attitude toward organizational objectives.
- Identify staff vacancies and recruit, interview and select applicants.
- Plan, direct, supervise, and coordinate work activities of subordinates and staff relating to employment, compensation, labor relations, and employee relations.
- Plan, organize, direct, control or coordinate the personnel, training, or labor relations activities of an organization.
- Represent organization at personnel-related hearings and investigations.
- Administer compensation, benefits and performance management systems, and safety and recreation programs.



### I – Training & Organization Development Manager Hassab labs August 2012 – Sep 2013

Prepare training budget for department or organization.

Evaluate instructor performance and the effectiveness of training programs, providing recommendations for improvement.

Analyze training needs to develop new training programs or modify and improve existing programs.

Conduct or arrange for ongoing technical training and personal development classes for staff members.

Plan, develop, and provide training and staff development programs, using knowledge of the effectiveness of methods such as classroom training, demonstrations, on-the-job training, meetings, conferences, and workshops.

Conduct orientation sessions and arrange on-the-job training for new hires.

Confer with management and conduct surveys to identify training needs based on projected production processes, changes, and other factors.

Train instructors and supervisors in techniques and skills for training and dealing with employees.

Develop and organize training manuals, multimedia visual aids, and other educational materials.

Develop testing and evaluation procedures.

Advise managers on organizational policy matters such as equal employment opportunity and sexual harassment, and



recommend needed changes.

Perform difficult staffing duties, including dealing with under staffing, refereeing disputes, firing employees, and administering disciplinary procedures.



## **II –Training specialist& Internal Trainer.**

**March 2010 – August 2012**

### **Crystal Asfour International Company**

Asfour Crystal International is a world leader in the field (60%) worldwide market share of crystal manufacturing & pioneers in the industrial, with more than 30000 employees. We export to most countries around the world, one of the manufacturers company of the international best crystal quality and crystal segments.

#### **Main Duties and Responsibilities:**

- Screen external changes affecting training including competitors training activities and recent topics & take the needed actions.
  - Conduct awareness programs including orientations, ceremonies, and events to reduce resistance and increase commitment for changes.
  - Oversee, evaluate, and improve technical training system, including training materials, tests, evaluation, audit, and training results.
  - Create information system for training plan & evaluation of training impact, tests scores, participants evaluations...etc
  - Create skills inventory for all employees including past, present, and future information.
- Ensure commitment of all departments to the training, development, career planning, and performance systems through awareness & enforcement.
- Participate in the administration of the performance review and directly responsible for performance based training plan.
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  - Participate in establishing and developing the knowledge management system including cultural related training, managerial training, technical training, and development based training, and directly responsible for its implementation.
    - Assess corporate culture and values and design the needed awareness & training courses.
    - Assess the training needs and design the needed management, and supervisory training courses for both improving technical and personal competencies.
    - Assess company expansion strategy & design the needed development courses based on succession & promotion plans.
    - Consolidate the annual training plan within the training budget.
    - Assess training providers and select the best either internally or externally.
    - Implement training plan and coordinate training execution.
    - Establish learning transfer and dissemination mechanism.
    - Evaluate the training impact on participants' performance & company as a whole.
    - Establish training internalization system.
      - Cooperation with CARE International to reduce the incidence of train 500 workers.



## Our achievements:

- Implementation of the training plan for the sector lobes, which represents the number of employment by 30,000 workers at 100% in addition to plans for the development of 30 Supervisor.
- Training 25% of the mechanical representing some 400 of the mechanical efficiency of administrative and professional.
- The establishment of an electronic library for all employees of the company by all the training courses to increase technical and managerial skills.
- The establishment of a monthly magazine for management training in addition to early in the training sessions.
- Training 150 employees in courses and professional management skills to work of 400 employees.
- Trained 400 security personnel from the security company's management to raise efficiency through training in communication skills, customer service and patterns of figures.
- Support contract work for a company representing 100% of the total support through the European Commission Kemt.
- Balancing work and training plans, monthly and annual plans to develop cadres of the company in 2011 with 16,000 workers and 4000 employees

## III –Instructor (Free Lancer- part time)&Kefah Team Founder . May 2010 –Till present

### Training Centers: (Alx Petro –CDO- Resala- Zedny-.....)



## #: Complete the following this courses:

- HR Planning & Organization behavior.
- Training & development & Performance appraisal.
- Marketing fundamentals. & Marketing planning.
- Change Management – communication skills – Motivation Skills.



## IV –Administration Support (Unit Manager)

### Dar Al Fouad Hospital Jan 01-(2007) - Mar 03-(2010)

- Perform all the functions of human resources management within the medical unit.
- Perform all management functions of public relations within the medical unit.
- Charge all bills and expenses for patients and the work permit of entry and exit to and from hospital.



## IIV - (Sales & Marketing Manager) Prof. Essam Baligh center :( part time) Jan 01-(2008) - DEC 12-(2010)

- Responsible for all functions of E-Marketing for the medical center and the work of a network of communication between doctors and patients.
- The work of all contracts and follows up with medical insurance companies in Egypt and abroad.
- The work of field visits to hospitals and medical centers for the marketing services Medical Center.



## IIIV- Customer services Specialist (Web Service)

### Mobinil March 01- Dec 30 (2006)

- Solve customer problems through a complaint by telephone, Internet and marketing services, offers and benefits via the Internet.



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**HR Coordinator  
KHIRZAD News Paper  
Nov 11(2002) -Sep 01(2004)**

- Compile and prepare reports and documents pertaining to personnel activities.
- Request information from law enforcement officials, previous employers, and other references to determine applicants' employment acceptability.
- Process and review employment applications to evaluate qualifications or eligibility of applicants.
- Arrange for advertising or posting of job vacancies, and notify eligible workers of position availability.

## **SKILLS:**

### **Computer Skills:**

- ICDL Certificate (International Computer Driving License )
- Excellent Knowledge of MS Windows XP, Vista. Window 7.
- Excellent Knowledge of MS office 2003, 2007, 2010.
- Very Good Knowledge of, Fixing PC, Outlook expresses.
- Very Good knowledge of Internet Explorer, Win fax.

### **Language Skills:**

- Native language Arabic
- Good command of both written and spoken English.

### **Personal Skills:**

- Very Good Communication skills & dealing with people.
- Ability to deal with all persons in the various administrative levels
- Very Good Planning & Time management.
- Excellent writing skill
- Superb Presentation Skills.
- Excellent Negotiation skills..
- Comfortable to work in teams.
- Quick ability to learn.
- Active team worker.
- Analytical capabilities
- Excellent ability to work under pressure for extended hours

## **TRAINING COURSES**

### **Human Resources**

- Strategic planning :(8/6/2008- to- 10/6/2008)
- Performance appraisal :(20/10/2008- to- 22/10/2008).
- Organization behavior :(13/5/2009- to- 15/5/2009) .
- Human resource planning :(18/8/2009- to- 20/8/2009).
- Training & development :(27/9/2009- to- 29/9/2009).
- Interviewing skills & employees selection :( 13/10/2009- to- 15/10/2009).
- Project management. :( 14/04/2009- to- 16/4/2009).



- Training needs analysis :(22/7/2010 –to-24/7/2010) .
- Supply chain : (17/10/2010- to- 19/10/2010).
- Lean Manufacturing :(23/12/2010- to- 30/12/2010).
- Production planning :(27/12/2010- to- 11/1/2010).
- Training of the trainer :(26/3/2011- to- 26/4/2011).
- Skills to reduce costs :(22/05/2010- to- 26/05/2010).
- Wages and incentives:(13/11/2010- to- 14/11/2010).
- Labor Law: (09/11/2010- to- 11/11/2010).
- Social Insurance: (25/10/2010- to- 28/10/2010).
- Inventory management idle : (02/10/2010- to- 04/10/2010).
- How to prepare the structure of wages: (28/06/2011- to- 29/06/2011).

### Marketing:

- Marketing fundamentals :(15/11/2009- to- 17/11/2009).
- Brand management. :(07/3/2010- to- 09/3/2010).
- Marketing planning. :(22/11/2009- to- 24/11/2009).

### Soft skills:

- Change management :(26/04/2010- to- 27/04/2010).
- Motivating for results. :(30/05/2010- to- 31/05/2010).
- Effective leadership skills. :(09/11/2008- to- 11/11/2008).
- Communication skills :(06/04/2010- to- 08/04/2010).
- Supervisory Skills : :(10/06/2010- to- 13/06/2010).

### Computer Skills:

- Word 2003 in IT Egypt \* corp. :(20/09/2010- to- 27/09/2010).
- Excel 2003 in IT Egypt \* corp. :(01/11/2010- to- 14/11/2010).
- Access 2003 in IT Egypt \* corp. :(13/12/2010- to- 29/12/2010).
- ICDL (international computer driving license) in IT Egypt \* corp. :(01/07/2009- to- 01/08/2009).

### English Skills:

- English course in Oxford Academy:(1/8/2010- to- 27/9/2010).

### Dar Alfouad courses:(Internal courses):

- (March 2008) Specialized course in hospital management information System using HMIS program.
- (April 2009) Customer services Course.
- (June 2009) Medical Terminology course.

### INTERESTS:

Reading, Writing, and football.

### PERSONAL INFORMATION:

- Date of Birth: 01\10\1983
- Marital Status: Married
- Military Status: Exempted



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## EDUCATION

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|---|----------------------|--------------|
| <b>2000 - 2004</b>  | Cairo University     | Cairo, Egypt |
| ▪ Faculty of law, Public law.                                     |                      |              |
| ▪ Grade: Fair   |                      |              |
| <b>Oct. 2011 – May 2013</b>                                       | Ain Shams University | Cairo, Egypt |
| ▪ Faculty of Bachelor (Business Administration Diploma)           |                      |              |
| ▪ Grade: Good   |                      |              |
| <b>Nov. 2012– Till now</b>  | ESLSCA University    | Cairo, Egypt |
| ▪ Enrolled in ESLSCA University, France, Egypt branch, Egypt      |                      |              |
| ▪ Master's Degree in International Business Administration - MIBA |                      |              |

**References will be furnished upon request.**