

- Name: Ayman Abdelkader Helmy
- Address: Mohandseen , Dokki – Giza

Career Objective:

Seeking a challenging opportunity as an Operation Manager or Leading position in HR Field.

Education:

B. Sc., Law –Ain shams University, May 2004

Experience:

Talent Acquisition Head

May 2019 till Now

Aman Financial Services & Aman Micro Finance (Raya Group)

- Participate in setting annual Manpower plan and its implementation, In addition to tracking the headcount in order to address the company's workforce needs.
- Participate in setting, updating and ensuring effective implementation of the hiring selection process (internally & externally) across the company.
- Create strong database to increase the pool of calibers through assisting in the communication with external recruitment service providers, universities, government entities and other parties.
- Responsible to handle the social internet ads, social media, recruitment events, employment fairs and our presence in top campuses.
- Responsible to update and create the organization structure through the job descriptions that will affect the company's hierarchy to be aligned with the company competencies frame work.
- Prepare the monthly\annually turnover rates through analyzing data extracted from the exit interviews and recommending methods in order to decrease its rate.

- Assist in preparing succession planning program and job rotation by defining the key positions in the company and the key potential indicators to enable company strategies & growth to supporting the development of high potential leaders.
- Provide guidance and direction to hiring managers during the interviewing and selection process, and also train\inform managers about new policies, procedures, processes and programs that are related to recruiting and hiring
- Assist in designing Management training, summer internship and job shadowing programs.
- Assist in developing the on boarding & induction program in order to secure a smooth introduction for the company new comers.

Recruitment Supervisor
2019

June 2016 till May

Raya Contact Center

- Manage team performance and leading them to achieve company's goal.
- Analysis data providing from sourcing team, fact sheet & submit function performance.
- Align with lap team regarding all conducted interviews.
- Distribute the data on the team members after removing the duplicates.
- Follow up with WF team to know all the hiring requests and the joining date.
- Doing daily reports on all the function work with action plan to fill all gaps.
- Supervise the recruiting team and report on its performance
- Keep track of recruiting metrics (e.g. time-to-hire and cost-per-hire)
- Implement new sourcing methods
- Research and choose job advertising options
- Recommend ways to improve our employer brand
- Coordinate with department managers to forecast future hiring needs

- Participate in job fairs and career events
- Build the company's professional network through relationships with HR professionals, colleges and other partners.

Operation Team Manager
2016

Feb 2014 till June

Raya contact center

- Setting and meeting performance targets for speed, efficiency and quality.
- Managing the daily running of the call center.
- Liaising with supervisors, team leaders, operatives and third parties to gather information and resolve issues.
- Maintaining up-to-date knowledge of industry developments and involvement in networks.
- Monitoring random calls to improve quality minimize errors and track operative performance.
- Reviewing the performance of staff, identifying training needs and planning training sessions.
- Recording statistics, user rates and the performance levels of the center and preparing reports.
- Handling the most complex customer complaints or enquiries.
- Organizing staffing, including shift patterns and the number of staff required to meet demand.
- Coaching, motivating and retaining staff and coordinating bonus, reward and incentive schemes.
- Forecasting and analyzing data against budget figures on a weekly and/or monthly basis.
- Improving performance by raising efficiency and sourcing new equipment.
- Calculate the project invoice.
- Monitoring the performance metrics to maximize efficiency and maintain even distribution, Act on and log any client's request, act as first line of escalation for customer situations.

Sales Manager

Capital Home real estate
2014

Jan 2013 till Feb.

- Interacting with clients regularly to gain feedback on quality & service effectiveness.
- Maintaining strong and cordial relationships with corporate level sales and marketing managers.
- Providing excellent customer service.
- In the field generating sales on daily basis.
- Follow up daily reports & customers need.
- Helping to grow the sales pipeline in shortest time possible.

Sales & Marketing Manager

Pure life medical center
2013

Feb 2012 till Jan

- Marketing activities such as (marketing plan-print out flyers – internet website media marketing activities advertising and marketing).
- Opening new market and all business improvement.
Customer service activities (receive customer Calls - handle customer problems and work in order to resolve.
Develop and updating the web site activities and Follow up web site.
- Follow up the customers' needs.
- Follow up weekly reports.

Sales Team leader

Al Plage Real Estate
2012

April 2011 till Feb.

- Receive customer calls and explain the various projects and details make the project like a dream giving back to the client without any further from reality.
- Work on the interface to be a respected way of speech and appearance, Respond to clients in requests and the percentage of completion and work on customer satisfaction.
- Honesty in the presentation of the project and the existing solutions.
- Follow-up premiums payable in a positive way for all parties.
- Work with marketing department to create ideas and develop the sales work.

- Report reflects the administration's achievements and needs for development work.

Sales Account Manager

Al Ghurair Construction Industries
2011

Jan 2006 till April

- Create new costumer list, introducing company to them to Increase market share.
- Keeping and handling and maintaining relation with old costumer.
- Preparing required samples submitting to the job and do presentation.
- Closing the deals till Taking approval from the client.
- Assist the sales manager in establishing short & long term strategies for the department and develop implementation plans.
- Coordinate with sales manager & marketing director to develop & implement effective marketing plan for the section.
- Coordinate with the sales manager & managing director to conduct various market researches to obtain the data required to reach certain decisions such as pricing& sales plan.
- Build relationships with corporate clients & insure the continuity of this relation.
- Follow up the payment and do all it take to get our pay in due date without any delay to keep the many in the turnover.

HR clerk

Royal Rojana Hotel-Sharm Al Shekh
2006

May 2005 till May

- Implementing all related procedures with government department (P.R.O).
- Controlling file system and keeping records about all jobs and all administrative documents.
- Application of the law established.
- Clearance personnel transactions.
- Personnel files and reviewing everything related to their.

Sales Executive

Alexandria Construction
2005

Oct 2003 till May

- Responsible for all the sales activities.
- Handling all the customer requirements and introducing company to the clients.
- Making quotation and invoices for the account department & handling all the received customer calls.
- Solve the customer complains.

Achievements:

Police club championship in tennis from 1997 till 2000.

Training Courses:

- HR management diploma @ **Egycham** accredited by Ain Shams University.
- Operation & leadership training @ Raya contact center accredited by **Dale Carnegie**
- SDP training @ Raya contact center accredited by **Dale Carnegie**
- Social Media diploma @ Raya contact center accredited by **Reach Out**.
- HR Foundations @ **Raya Holding**.
- Data Analysis & Reporting Techniques accredited by **Skills Bank**.

Qualifications:

- Strong administration skills for Microsoft office.
- Excellent command of English spoken and written.
- Excellent communications with others and has the ability to lead and to work within teamwork (Leadership skills).
- Have the ability to manage and achieve challengeable targets and finalize deals.
- Excellent Negotiation skills end up with WIN-WIN Situation.
- Excellent time management.

Personal Information:

Date of birth: 16 December 1978

Marital Status: Married

Military Status: Final dismissal

Driving license from Egypt and UAE (Own private Car)

- **References are ready up on
request**