



# Heba R. Khalifa

Human  
Resources  
Supervisor



**Date of Birth**  
25<sup>th</sup> Aug, 1988

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## ABOUT ME

A Professional in Human Resources who brings  
11 years of experience in leading  
multinational companies in Engineering and  
Pharmaceutical Distributor.

Extensive experience in all of the Human  
Resources functions including:  
Recruitment & Selection, Performance  
Management, Succession Planning,  
Employee Engagement, Training &  
Development, Compensation & Benefits,  
Organization Development, Health& Safety  
Environment and performance  
Management.

## EXPERIENCE

**HR Supervisor** | (Feb 2019–present)

**United Company of Pharmacists|UCP.**



- ✚ Prepare and Update the Manpower plan. Identify vacant positions (White and blue collars). Determine selection criteria.
- ✚ Design job interview questions that reflect each position's requirements
- ✚ Design, create and publish job posts Developing a pool of potential candidates through multiple channels and professional networks
- ✚ Planning interviews and making screening calls and in-person interviews.
- ✚ Assess candidate information, including resumes and contact details.
- ✚ Responsible for the onboarding process Developing CV bank and database including information about potential candidates and interviews and screening results
- ✚ Ensure all vacancies filled with suitable candidates within the targeted time. Managing all the PD process & cycle (Setting Objectives Launch, Objectives Audit, Ratings Review as per the departments bell curve)
- ✚ Research, implement and administer all company compensation and benefits plans.
- ✚ Maintain all personnel policies and procedures and provide guidance and interpretation to staff. Maintain in-depth knowledge of legal requirements related to HR, reducing legal risks and ensuring regulatory compliance.
- ✚ Make the Monthly Plan for Health and Safety Specialists Branches and their Management. Responsible for the Monthly Reports to Walgreens Boots Alliance shareholder Company.
- ✚ Responsible for investigating workplace injuries in warehouses.





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## Career Objective

"To balance the needs and goals of both the company and the workforce. Use people analytics to help their organizations stay ahead of the curve. I am a strong believer that HR strategies can affect the organization's profitability, as the company workforce is one of the most important assets that drive a company's success".

## EDUCATION

**BACHELOR OF Commerce** Ain Shams University | (Oct 2009)

## Languages

Arabic: Native

English: Fluent: written and spoken

## Courses

ICDL (Yat Education Centers).

Conversation English (Berlitz Language Center).

Accounting Diploma (Yat Education Center).

HR Certification Institute HRCI® aPHR®, PHR®, (Ain Shams University- Egycham).

Graphic Design Introduction & Tools (Nayzak School).

Preparing Train the Trainer Professional Diploma-TOT ® (RITI).

## Recruitment Specialist | (Aug 2015–Jan 2019)

Geotech Company |Tensor Agent.

**Tensor**

- ✚ Perform activities in the human resource area. Includes screen, recruit, interview, and place workers.
- ✚ Owning the organization exit interviews (Conducting & Analyzing Employees Exit Interviews).
- ✚ Collaborate in communicating new programs, events and policies and procedures among all employees. Establishing and Maintaining Interpersonal Relationships.
- ✚ Developing constructive and cooperative working relationships with others, and maintaining them over time.

### Training need analysis and Development:

- ✚ Make sure that the evaluation performance and KPI's are complete.
- ✚ Updates the training report with new candidates and sends them to the training center.

### Medical Insurance:

- ✚ Renewal the contact every month.
- ✚ Collection Process:
- ✚ Receives the cash or check payments.
- ✚ Precedes the payments on the system. Make a deposit for cash payment.

## HR Administrative | (Jan 2015–Aug 2015)

Geotech Company |Tensor Agent.

- ✚ Make the financial and technical proposals.
- ✚ Follow up the Tenders. Information processing and data.
- ✚ Implement company HR policy, payroll, develop and update policy if needed.
- ✚ Manage employee payroll and benefits. Manage company government relations. Maintain company insurance contracts. Manage recruitment and selection process. Manage and maintain employee records, personnel files, and database.





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## Training

Treasury Department-Training El Ahly Bank- Elwi Branch.

Treasury Department credits Masr MIDB Bank.

Accounts Department-Petro Jet Company.

## PERSONAL SKILLS

Cooperation



Dependability



Self-Control



CREATIVITY



Integrity



## PROFESSIONAL SKILLS

Management



Internal Relations



Recruiting & training



Compliance Monitoring



Strategic Thinking



## Related

Organization Development



Problem Solving



Train the Trainer



Employee Engagement



Performance Improvement



## References

Available up-on request.

## Trainer | (Jan 2014–Aug 2015)

### RAYA Contact Centre - Etisalat UAE



- Receipt of the names of new hires and trained to know the dates.
- Send the names of appointments to the main center in Ajman.
- Determine what are their weaknesses and work to develop those points.
- Give them adequate information on the Etisalat Emirates when it was founded and is the founder and how the continued success.
- Identify operating systems to deal with adequate information.
- Make sure they communicate with operating systems properly.
- Pass the necessary tests and achieving high scores.
- Continuing to communicate with them after the end of the training period to make sure they achieve the required rates.
- When the discovery of any of the trainees is facing problems in any of the information is re a training again.

## Collection Coordinator | (Sep 2009–Dec 2013)

### Unifinancials Company Distribution of



- cases sent from the bank to Collectors.
- Follow-up collectors and what arrived from negotiating with insolvent in loan repayment. Report the bank the ability of the client to pay the instalment payments on the loan with determining appropriate interest.
- Insolvent an interview in the repayment of loans to the agreement on the repayment dates.

## Call Center | (Jun 2009–Aug 2009)

### Barclays bank outsourcing



- Updated data on the bank's customers through the identity card and the address of residence
- To identify the client's problem and resolve to get to the customer service satisfaction.