





# Heba R. Khalifa

## Human Resources Supervisor



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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 inperson 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
- 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 | Tensar Agent.

Tensar.

- ♣ Perform activities in the human resource area. Includes screen, recruit, interview, and place workers.
- Owning the organization exit interviews (Conducting & Analyzing Employees Exit Interviews).
- Lack 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 |Tensar 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.

## **Training**

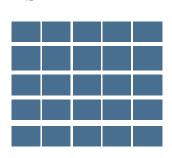
Treasury Department-Training El Ahly Bank- Elwi Branch.

Treasury Department credits Masr MIDB Bank.

Accounts Department-Petro Jet Company.

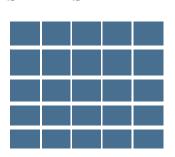
#### PERSONAL SKILLS

Cooperation Dependability Self-Control **CREATIVITY** Integrity



### PROFESSIONAL SKILLS

Management Internal Relations Recruiting & training Compliance Monitoring Strategic Thinking



#### Related

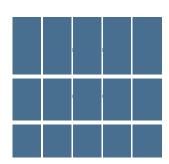
Organization Development

**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
- ♣ 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.
- 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

- **4** cases sent from the bank to Collectors.

Um Financials

- ♣ Follow-up collectors and what arrived from negotiating with insolvent in loan repayment. Report
- **4** 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.