

# Rania Raafat Mohammed



## Summary:

Throughout my previous positions I have always enjoyed recruiting, interviewing, evaluating new applicants and training them. I believe that this interest, coupled with my communication and presentation skills built up during my career make me the perfect candidate for building a long-term career in the role of Human Resources Management.

On the long term, I expand in my role in HR field, I add more value to myself, to the management, and to the company I work for.

## EDUCATION

BA of Arts, Philosophy Department, Cairo University – June 2010.

## Work EXPERIENCE

### ❖ **HR Generalist at “English Capsules” from November 2019 – Present:**

- Establishes recruiting requirements according to organization plans and objectives; meeting with managers to discuss and determine staffing needs and selection criteria,
- Design job descriptions and interview questions that reflect each position's requirements,
- Receive hiring requests from the company's different departments,
- Screening CV's according to the qualifications, experience, and skills listed in the job descriptions and classified them to (accepted-shortlisted-rejected),
- performing phone interviews with candidates and update recruitment database accordingly,
- Carry out interviews assessing their skills, basic knowledge and adaptability to company environment,
- Arranges management interviews by coordinating schedules using Google Calendar,
- Participate in attending demos for new teachers,
- Send Acceptance / rejection and job offers emails, with detailed feedback on demos for teachers,
- Follow up with the candidate for the acceptance / rejection of the employment offer and responding to any inquiry,
- Confirm the starting date with the candidates and send an email with the required hiring documents,

- Report to the HR Manager on all recruitment activities & update related tools according to process requirements,
- Implement/develop newcomers' orientation and induction,
- Receive the hiring Papers from the Employees and Preservation personnel files of the Employees and ensure that they contain all required Hiring documents,
- Keep track of employees' contracts,
- Recording data into the HR database and keep them up-to-date in order to facilitate HR processes management,
- Regularly meet with employees for progress reviews and assessments, discussing any problems or grievances they may have,
- Answer employees' questions and provide requested information,
- Handling and following up employee's daily issues and report them to the management.
- Organize social events and employee activities,
- Conduct performance appraisal and following up with supervisors and employees, and keep the performance track system up to date,
- Conduct meetings for conflicts and responsible for taking decisions regarding to the company's policy and solving problems,
- Conduct exit interviews.

❖ **HR & Administrative Executive at “Asfar Electronics” from December 2017 till August 2019:**

- **Organization Development:**

- Create Policy & Procedures and design the organization chart,
- Conduct exit interview and analyse reasons and suggest improvement actions
- Develop and monitor overall HR strategies, systems, tactics and procedures across the organization,
- Oversee and manage a performance appraisal system that drives high performance,
- Maintains management guidelines by preparing, updating, and recommending human resource policies and procedures,

- **Talent Acquisition:**

- Establishes recruiting requirements according to organization plans and objectives; meeting with managers to discuss and determine staffing needs and selection criteria,
- Design job descriptions and interview questions that reflect each position's requirements,
- Advertise all vacancies internally through the company's network, and externally through various channels,
- Build relationship with recruitment agencies and create different recruitment channels,
- Screening CV's according to the qualifications, experience, and skills listed in the job descriptions and classified them to (accepted-shortlisted-rejected),
- performing phone interviews with candidates and update recruitment database accordingly,

- Carry out interviews assessing their skills, basic knowledge and adaptability to company environment,
- Arranges management interviews by coordinating schedules using Google Calendar,
- Ensures that all the processes of planning, recruiting and selecting comply with the organization's recruitment policies and procedures,
- Send Acceptance / rejection and job offers emails,
- Responsible for processing employment offer,
- Follow up with the candidate for the acceptance / rejection of the employment offer and responding to any inquiry,
- Confirm the starting date with the candidates and send an email with the required hiring documents,
- Report to the HR Manager on all recruitment activities & update related tools according to process requirements,
- Responsible for on-boarding process of all new hires (tools, desk ...etc.)
- Implement/develop newcomers' orientation and induction,
- Receive the hiring Papers from the Employees and Preservation personnel files of the Employees and ensure that they contain all required Hiring documents,
- Recording data into the HR database and keep them up-to-date in order to facilitate HR processes management,
- **Employee Engagement**
  - Regularly meet with employees for progress reviews and assessments, discussing any problems or grievances they may have,
  - Answer employees' questions and provide requested information,
  - Handling and following up employee's daily issues and report them to the management,
  - Foster cross-functional relationships and ensure managers and employees are properly connected, and building rapport with employees,
  - Enhance job satisfaction by resolving issues promptly, and organizing team building activities,
  - Celebrate with employees' birthdays,
  - Welcoming new comers by "welcome gift"
- **Payroll:**
  - Assist in preparing the payroll, checking payroll calculations and updating personal files,
  - Follows up the daily attendance of the Employees,
  - Draw up monthly pay slips for all staff, editing and updating the necessary data,
- **Administration:**
  - Responsible for office supplies management/Purchasing/stationery supply,
  - Administating appropriate company assessments,
  - Administration of petty cash and expense reports.

## ❖ **HR admin & Office manager at Horizon Engineering Solutions from April 2017 – October 2017:**

### **Human Recourses:**

- Performing Recruitment Process: (job posting, screening CVs, Sending application forms, scheduling interviews)
- Schedule meetings, interviews, HR events, etc.
- performing orientations, onboarding and update records with new hires
- Support the recruitment/hiring process by sourcing candidates, performing background checks, assisting in shortlisting, etc.
- Following attendance sheets & leave forms and filling them.
- Following & Updating leave balance tracker for each employee.
- Following and applying penalties & bonus.
- Making sure that each new employee has submitted all the required hiring documents.
- Update HR database and filing systems.
- Assist the Managers in performance management procedures.
- Maintain Policy & Procedures and Quality Documents up to date.

### **Administration:**

- Making sure that all office supplies are available in stock.
- Getting required stationary for current & new employees.
- Using expenses tracker to analyse office expenses monthly.
- Filing office invoices each month (Soft and hard copies).
- Buying office furniture & accessories after prices/qualities comparison. Processing diverse paperwork and uploading/downloading files as requested.
- Making sure that office is neat and organized all the time.
- Greeting visitors and directing them in the office.
- Keeping laptops/electronics/ADSL/Landline in good conditions and approaching specialists in case of any maintenance required.

### **Project Tracking:**

- Putting place holders for drawings and reports,
- Making sure that each issued project will be added to the project log excel sheet,
- Checking validity of project log excel sheet,

### **Company Legal Documents & Reminders:**

- Making sure that we have a valid commercial registration card,
- Delivering or getting documents/cheques from our accountant/clients,
- Paying apartment rent every two months and filing the corresponding bills,
- Making sure to pay monthly bills in appropriate time (Electricity, Landline, ADSL, Social Insurance...etc.) & Filing them.

❖ **Senior Office Admin and Receptionist at BasharSoft Company (Wuzzuf.com) from May 2016**

**– March 2017:**

- working with different departments to organize, supply and purchase their office needs for a smooth workflow,
- Meeting and greeting visitors,
- Answering inquiries in person, by phone, and by email,
- Organizing events and managing logistics,
- managing meeting rooms schedule,
- Provide administrative support to the receptionist duties such as sending and receiving deliveries and supply management,
- Maintain the customer's records and keep the company database updated,
- Making Travel arrangements for all the company's members.

❖ **4 years and 4 months experience as admin, volunteer's management specialist and HR administrative support Children's Cancer Hospital 57357 from October 2011 to April 2016**

**Fundraising specialist: Administrator, Volunteer's management specialist and HR administrative support from 2014 to 2016**

- Recruiting and interviewing new Volunteer's applicants according to the Hospital's policies and procedures,
- Arranging and coordinating attendance of potential volunteers at required interviews,
- Coordinating volunteers to undertake assigned tasks,
- Interviewing and evaluating new volunteers,
- Making daily checklist of tasks to ensure time is managed efficiently,
- Arranging meetings and documenting outcomes.
- Organize and attend job fairs and recruitment events to raise the volunteerism and attract new volunteers.

**Fundraising specialist and Administrator from 2013 to 2014**

- I was responsible for database of 5000 new applicant of volunteers,
- Attend meetings and keep minutes,
- Prepare reports by collecting and analysing information,
- Maintain hard copy files and electronic filing system for the following information: - All information related to corporate events, Monthly and annual reports, Minutes of internal and external meetings, Volunteer applications, Online applications, Annual volunteer evaluations,
- Maintain hard copy files and electronic filing system,
- Making travel arrangements for the children's campaigns,
- Providing HR administrative support to the Office Manager,
- Customer Service one month a year (during Ramadan).

**Management Co-ordinator from 2011 to 2012**

- Undertake data entry and regular uploading of documents,
- Establishes and maintains files and records for the office,
- Organize and maintain files and records,
- Host guests,
- Directing visitors, and dealing with administrative problems and inquiries as appropriate,
- Screening and handling telephone communications,
- Managing the schedule/calendar for the volunteer's attendants.

### Key achievements

- Cooperated with the United Nations Volunteer's program (UNDP) to raise the profile of volunteerism and setting the policies and procedures of volunteerism in Egypt,
- Setting up the policies and procedures for the volunteer's department and 22 other departments of foundation.

### Training Courses

- **"Organization Design"** by Amy Kates from LinkedIn Learning, Online Self-study – January 2020,
- Attending **"Organization Development Workshop"** by HR Supervisor "Mohamed Abdel-wahab" 4 session – 12 hours on Jan. 20.
- "Speaking Program" Course at **English Capsules** – (in progress),
- Payroll Workshop, 18 Hours at **HCC-Human Capital Community** – August 2017.
- Human Resources Fundamentals, 1 Hour at **Lynda.com** from LinkedIn (online self-study) – February 2017.
- Human Resources management diploma, 36 hours, at **EGYCHAM** accredited by Ain Shams university – November 2016
- English course at **Berlitz** – April to July 2016.
- Writing a resume, 2 hours at **Lynda.com** from LinkedIn (online self-study) – November 2016
- Communication and Presentation skills, 12 Hours, in learning and development department at 57357 Hospital. – 2013.
- Emotional Intelligence, 18 hours, at the United Nations bank in Alexandria – 2013.
- Principles of Business writing, 6 hours, in learning and development department at 57357 Hospital, accredited by AUC- 2012.
- ICDL at YAT learning – 2011.

### SKILLS

- **Computer skills:** MS Windows (Microsoft Word, Excel, PowerPoint, Internet Explorer, Access)
- **Language skills:** Arabic (mother tongue) – English (very good)

- **Personnel Skills:** High level of organizing and coordinating skills; Fast learner & Enthusiastic; Self-motivated and proactive; Time management; Cheerful and friendly; Strong communicator; Professional attitude; Reflective; Perceptive and balanced.
- I have the ability to say “no” when I can’t do what is being asked, or when I may have a better solution or idea.
- Show respect for my boss’s point of view, and then clearly state why I can’t fulfill this request.
- Analytical and rigorous attention to details.
- Nice to have dedication and commitment towards work.
- Nice to have capacity to work independently and also as a part of team.

### **Voluntary Work:**

I was a volunteer at Children’s Cancer Hospital 57357 from October 2009 to May 2011, and my duties was:

1. Support children who have cancer throughout some activities such as: Hand craft, Drawing and Painting and sometimes listening for them.
2. I was responsible for Family education center program as supporting children's parents to endure in treatment trip which has taught me to deal with a big mass of people from all levels.
3. Welcome guests and make tours for guests to show them the Hospital's history.

### **Additional Data**

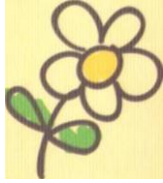
- **Date of Birth:** 19-8-1989
- **Marital Status:** Married



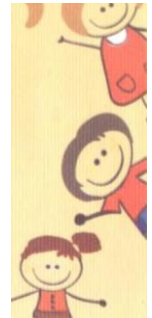
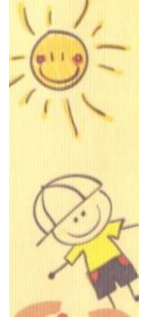
**References** Available as upon request.







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## Certificate of Appreciation

On the 20<sup>th</sup> of December 2016

Presented to

*Rania Raafat*

For

*Your efforts are highly appreciated,  
it's a pleasure to have you on board*

viriphi

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