

# Walid Shamardan Salah Ali

1st district, New Beni Suif City



## PERSONAL PROFILE

A self-motivated and highly organized individual, my focus is always to see each project work I undertake to an expected end. I am dedicated to excellence and believe in building my character based on integrity and trust. My ability to relate with people and meet mutual benefits has always been my main goal. My core skills and natural talents – communication & organizational perfects my managerial abilities. I look forward to making a positive impact in your organization.

## CAREER OBJECTIVE

To be most efficient multi-skilled worker through performing tasks effectively and responsibly by utilizing my talents and skills which will help develop my total personality to learn and grow professionally, emotionally and spiritually thus providing invaluable service and taking part in the success of company.

## WORK EXPERIENCE

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### Senior HR Specialist

Menalabs Management LLC

UAE

November 01, 2016 – 31/08/2019.

#### Job Profile:

- Develop and implement HR strategies and initiatives aligned with the overall business strategy.
- Bridge management and employee relations by addressing demands, grievances or other issues.
- Manage the recruitment and selection process.
- Support current and future business needs through the development, engagement, motivation and preservation of human capital.
- Develop and monitor overall HR strategies, systems, tactics and procedures across the organization.
- Nurture a positive working environment.
- Oversee and manage a performance appraisal system that drives high performance.
- Maintain pay plan and benefits program.
- Assess training needs to apply and monitor training programs.
- Report to management and provide decision support through HR metrics.
- Ensure legal compliance throughout human resource management.

## **HR Specialist**

Al Borg Laboratory  
U.A.E.

November 01, 2010 – October 24, 2016

### **Job Profile**

- Preparing or updating employment records related to hiring, transferring, promoting, and terminating
- Explaining human resources policies, procedures, laws, and standards to new and existing employees
- Ensuring new hire paperwork is completed and processed.
- Informing job applicants of job duties, responsibilities, benefits, schedules, working conditions, promotion opportunities, etc.
- Addressing any employment relations issues, such as work complaints and harassment allegations.
- Processing all personnel action forms and ensuring proper approval.
- Overseeing hiring process, which includes coordinating job posts, reviewing resumes, and performing reference checks.

## **Customer Care Agent**

Al Borg Laboratory  
Dubai, U.A.E.

July 11, 2006 – October 30 , 2010

### **Job Profile**

- Maintaining a positive, empathetic and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.
- Managing a team of junior customer service representatives.
- Ensure customer satisfaction and provide professional customer support.

## **ABILITIES**

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- Dealing with all kind of nationalities
- Being a leader in one team to reach the goal or job objectives.
- Being a corporate person in one team.
- Ability to work under pressure and extra hours.
- Ability to handle customers' complains and customer special request.
- Ability to lead team in shift

## **EDUCATIONAL QUALIFICATION**

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\*Graduated in 2005 with the degree of **Bachelor of Tourism & Hotel** from **Cairo University, Egypt**.

## **Training Courses**

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- \* **Human Resource Management Diploma at EgyCham (35 hours) Accredited by Ain Shams University & HRCI .**
- \* **English Conversation Course at Berlitz ( 60 hours ).**
- \* **ICDL Course at Arab Academy for science & Technology (250 hours).**
- \* **Courses in Cairo University (In English Language) Pass in it 8 levels in English.**

## **LANGUAGES KNOW**

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Arabic	Mother Language
English	Very Good (Read / Speak /Write )

## **PERSONAL DATA**

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Birth date	24/08/1984
Nationality	Egyptian
Gender	Male
Religion	Islam
Marital Status	Married
Driving License	UAE License & Egypt

## **DECLARATION**

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I hereby declare that, to the best of my knowledge and beliefs, that the information furnished above is true and correct.

I'm hoping that you give me a chance to be a part of your team and I assure you my utmost honest integrity, high sincerity and exceptional dedication to the highest degree of work.