



Summary

Effective Human Resource Generalist plan, direct, and coordinate the administrative functions of an organization. Oversee the recruiting, interviewing, and hiring of new staff; consult with top executives on strategic planning; and serve as a link between an organization's management and its employees. Resourceful Senior Customer Relationship Manager in banking sector, with expertise in building strategic client relationships through marketing and sales initiatives. Establishing sustainable relationships through effective communication skills with the ability to develop rapport, team spirit, enhancing commitment through tasks delegation and motivation to achieve organization goals. Talented Certified Trainer, with an efficient presenter through coaching, monitoring candidates as well as designing, evaluating programs in order to meet the client's needs and goals, enriched due to former experience as an Accounting Teacher Assistant.

Highlights

- Planning HR activities and deployment in such a way to enable organizations to achieve their goals.
- Design & manage clients' portfolios.
- Achieve highest rates at new to bank, CDs and credit cards.
- Build a strong, trustworthy relationships with the clients.
- Resolve product or service problems
- Goal-oriented & results-driven
- Certified Trainer and NLP Practitioner
- Organizing events for corporate trainings
- Voluntarily teaching Human Development courses
- Proactive problem solver
- Communication skills
- Time Management & multitasking
- Enthusiastic leader and team player
- MS Office

Experience

Human Resources Generalist

17th Sept 2017- till present

AH Computer Consulting

Responsibilities

- Maintain the work structure by building job requirements and job descriptions for all positions.
- Build and update the recruitment plan with top management; implement recruitment process starting from creating job advertisement through web sites and social media channels, resumes screening & filtration, testing, and interviewing program; counseling managers on candidate selection; conducting and analyzing exit interviews; recommending changes.
- Construct induction program for new hires to be prepared for their job duties, responsibilities and to be settled right on track.
- Update salary structure by conducting periodic salary surveys; recommending, planning, and implementing salary structure revisions, in addition to studying tangible and intangible benefits for the employees.
- Creating performance evaluation forms based upon competences and technical measures for each department.
- Assess training needs for each department in addition to organizing, designing and conducting training courses.
- Establish internships programs and publishing them through well-known universities, in addition to participating at employment fairs to renew the work environment by new blood through creating opportunities for new generations.

- Ensures planning, monitoring, and appraisal of employee work results by training managers to coach and discipline employees; scheduling management conferences with employees; hearing and resolving employee grievances; counseling employees and supervisors.
- Construct employees' handbook and maintain management guidelines by preparing, updating, and recommending human resource policies and procedures.
- Maintains historical human resource records by designing a filing and retrieval system; keeping past and current records.
- Ensures legal compliance by monitoring and implementing applicable human resource federal and state requirements; conducting investigations; maintaining records; representing the organization at hearings.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
- Establish sustainable relationships with internal and external customers

Freelance Trainer

Corporate Events:

- | | |
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| 1. World Health Organization (WHO), | April 2018 |
| 2. AH Computer Consulting, | December 2017 |
| 3. Alex Bank, | August 2017 |
| 4. Export Development Bank of Egypt EBE, | June 2017 |
| 5. Azza Fahmy Jewelry, | May 2017 |

Responsibilities

- Design and develop training programs (outsourced and/or in-house).
- Select appropriate training methods or activities (e.g. simulations, mentoring, on-the-job training, and professional development classes).
- Market available training to employees and provide necessary information about sessions.
- Conduct organization-wide training needs assessment and identify skills or knowledge gaps that need to be addressed.
- Use known education principles and stay up-to-date on new training methods and techniques.
- Design, prepare and order educational aids and materials.
- Gather feedback from trainers and trainees after each educational session.
- Research and recommend new training methods, like gamification.

Senior Customer Relationship Manager

1st June 2016 – 7th May 2017

Bank Audi

Banker A

4th Oct 2010 – 30th April 2016

United Bank

Responsibilities:

- Manage and attract potential customers by answering product and service questions; suggesting information about other products and services.
- Adhere to the SOP's policies, bank Code of Conduct, and Safety & Control instructions.
- Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Handle incoming calls, emails and other message from clients and give them the relevant solutions and directions.

- Use expertise to build strong, healthy relationships with the clients.
- Intimate employees with rules and regulations of the organization in order to enable them work in accordance with acceptable standards which affect the level of productivity and performance.
- Manage to open accounts and maintaining customer records.
- Develop customer's portfolio concerning certificates, deposits, and investment funds.
- Receive and process applications from customers relating to LCs, LGs, IDs, Money Transfer, and Collection.
- Ensure that all daily transactions have been delivered and processed.
- Implement the "Anti Money Laundering" and "Know Your Customer" concepts.

Accounting Teacher Assistant

Jan 2007- Oct 2010

Arab academy for Science & Technology & Maritime Transport

Responsibilities:

- Manage in courses design, tests construction, and materials preparation.
- Lead weekly sessions that includes; material explanation, practice exercises as well as students' motivation and encouragement.
- Evaluate students' performance such as; grading exams, assignments, quizzes and papers.
- Maintain weekly office hours to communicate in person with students to enhance their learning process, respond to any inquiries.

Training Courses

Human Resources Diploma

April 2018

(Grade: Excellent)

**Egyptian Chamber of Human Resources
Management (Egy-cham).**

Customer Excellence Culture

October 2016

Goldmines Training & Consulting

Fundamentals of HR

August 2015

American Chamber of Commerce in Egypt

Effective Communication & Human Relations

July 2015

Dale Carnegie Training

Licensed Neuro Linguistic Practitioner

2014 – 2015

**International Academy for Training
& Consulting, USA**

Training of Trainers Program.

April 2013

(Grade: Excellent)

**Egyptian Chamber of Human Resources
Management (Egy-cham).**

Dealing with negative emotions.

April 2013

-Presentation skills

Zedny Organization

“Future Industry Program” consists of:

December 2011

Strategic Planning.

The Art of Negotiation.

How to Achieve Wealth?

Customer Service.

How to be a Director?

-Marketing and Sales.

Time, Pressures, and Crisis Management.

Cambridge International Training College.

Parenting for Early Literacy.

2009

American University in Egypt (AUC)

Time Management

2008-2009

Right Husband Choice

Marriage Relationships.

Alzahraa Association

Banking Courses

Money laundry

Dec.2014

Egyptian Banking Institute

Retail Sales

Dec.2013

Selling Skills

Credit Cards

United Bank

Islamic Instruments in banking

April 2013

Islamic Economic Center

Concepts and Applications of Islamic Banking

April 2012

Developing Products Compatible with Sharia

Risks in Islamic Banks

Islamic Economic Center

Education

Preliminary Master Studies in Accounting

2008

Ain Shams University. Major *Auditing*

Bachelor of Commerce, English section

2002 – 2006

Ain Shams University Major *Accounting*

B.B.C International Schools

1988-2002

Languages

Arabic: Native.

English: Excellent Command of English writing and speaking.

French: Good knowledge of basics and speaking.

References

Available upon request