

Radwa Mostafa

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Objective

Strategic Senior HR Leader with extensive experience across Egypt, Ukraine, Malaysia, and the United States (Remote) in HR Operations, Shared Services, Performance Management, Payroll, Employee Relations, Talent Development, and Organizational Design. Skilled in managing regional HR portfolios and supporting clients across KSA and the UAE. Known for driving measurable business impact, elevating HR systems, and building ethical, high-performance cultures. Currently pursuing an MBA and committed to continuous improvement, innovation, and strategic HR transformation.

Professional Experience

Language Bridge Solutions — HR Consultant (May 2025 –Present)

- Assessed existing HR policies, processes, and documentation to identify gaps against ISO requirements.
- Developed and aligned HR procedures, job descriptions, and records to meet audit and compliance standards.
- Coordinated with department heads to ensure readiness for ISO reviews and external audits.
- Standardized HR workflows and improved documentation accuracy to support certification requirements.
- Supported implementation of corrective actions and continuous improvement initiatives.

Key Achievement:

- Delivered a full HR policy and process transformation that strengthened compliance and boosted project performance and revenue outcomes by around 70%.

NOK Human Capital — HR Shared Services Manager (Feb 2025 –Dec 2025)

(Employees Relations, Payroll Management & Talent Development)

- Manage Shared Services, stakeholder relations for 20+ companies, employee life cycle, investigations, ER processes and B2B & B2C trainings.

Key Achievements:

- Increased Shared Services revenue by over 30% through optimizing operations and expanding service offerings.
- Standardized HR governance across 3 countries, improving ER investigation quality and compliance.

- Improved stakeholder satisfaction by redesigning SLAs and accelerating service turnaround times.

LS Electric — HR Manager (September 2021 –Feb 2025)

- Led all HR functions including Payroll, ER, L&D, Recruitment, OD, and Performance Management.
- Provided strategic guidance on policy, budgeting, staffing, and organizational issues.

Key Achievements:

- Secured major construction project accreditation by leading compliance alignment and workforce readiness audits.
- Streamlined HR operations, reducing cycle times and improving accuracy across payroll and on-boarding.
- Built competency frameworks and organizational design structures to enhance workforce planning.

Agoda International— Talent Acquisition Manager (Nov 2019 –Jul 2021)

- Develop and execute recruitment strategies aligned with business goals and workforce planning.
- Partner with department heads to understand hiring needs, role requirements, and competency expectations.

Key Achievements:

- Increased department KPIs through process optimization, recruiter coaching, and data-driven hiring strategies.
- Reduced time-to-hire and improved candidate quality via structured interviewing and analytics dashboards.
- Strengthened collaboration with global teams to improve hiring forecast accuracy.

Samsung Electronics Project Based — HR Business Partner (Mar 2019 –Nov 2019)

- Partnered with leadership to align HR operations with Samsung's global standards and ISO aligned compliance frameworks.
- Supported audits by ensuring accurate documentation, policy adherence, and HR process consistency.
- Guided managers on performance management, calibration, and organizational development initiatives.
- Provided HR advisory on employee relations, investigations, and labor law compliance.
- Analyzed HR metrics to support strategic decisions and improve workforce effectiveness.

Ministry of Education & Science of Ukraine Project Based — L&D Team Leader (Jul 2018 –Mar 2019)

- Designed and delivered business, soft skills, and career-readiness training programs.
- Conducted needs assessments to tailor learning content to student capabilities and development goals.
- Facilitated interactive workshops on communication, teamwork, problem-solving, and workplace behavior.
- Evaluated learning outcomes and adapted training methods to improve engagement and skill acquisition.
- Coordinated program logistics and ensured a supportive, motivating learning environment.

RTMS Project Based — HR Assistant Manager (Aug 2017 –Jul 2018)

- Supported the management of core HR functions including recruitment, payroll, L&D, employee relations, and performance management.
- Ensured compliance with labor laws and company policies through accurate documentation and investigations.
- Coordinated HR operations such as onboarding, offboarding, and benefits administration.
- Assisted in developing HR policies, job descriptions, and organizational structures.
- Monitored ATS data, HR reports, and workforce metrics to support decision making.

Hyundai Rotem Project Based— HR Manager (Mar 2017 –Aug 2017)

- Established the full HR department from the ground up, including staffing plans, payroll systems, pay structures, HR policies, job descriptions, and performance management processes.
- Developed HR frameworks, workflows, and documentation to ensure compliance, operational efficiency, and organizational readiness.
- Built foundational HR practices to support hiring, on-boarding, employee relations, and workforce planning.

Go Partners— Talent Acquisition Specialist (Jan 2014 –Mar 2017)

- Managed end-to-end recruitment for mass hiring and white-collar roles.
- Built strong pipelines and coordinated closely with hiring managers.
- Ensured accurate ATS records and smooth candidate experience

Key Achievements:

- Highest hiring rate for 3 consecutive months.

Education:

German University in Cairo (GUC) — Masters of Business Administration (2026)

American University in Cairo (AUC) — Postgraduate Studies in Human Resources Management (2018)

Ain Shams University — BA Korean Language & Literature

Certifications:

- **American University in Cairo (AUC)** — Professional Certified Trainer (PCT)
- **Project Management Institute (PMI)** — Project Management Professional (PMP)
- **American University in Cairo (AUC)** — Strategic Management

Languages:

- English: Fluent — (TOEIC 940/990, TOEFL IBT 96/120)
- Korean: Very Good — (TOPIK Level 4)
- Arabic: Native

Computer Skills:

- Advanced Excel (EBS)
- Cisco IT Essentials / Intel Microsoft
- Workday
- Odoo
- PowerBI
- PMS
- Aconex
- Greenhouse
- JazzHR