



SHAIMAA ABOUL FOTOUH

Senior HR Director | People Operations Leader | 20+ Years Experience

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PROFESSIONAL SUMMARY

Accomplished HR Director with 20+ years of progressive HR leadership across outsourcing, oil & gas, aviation, healthcare, and financial services in Egypt and the MENA region. Expertise spans HR strategy, talent acquisition, compensation & benefits, organizational development, payroll, HRIS, and Egyptian labour law compliance. Bilingual in Arabic and English. Consistent track record managing HR functions for organizations of 200–2,000+ staff and translating people strategy into measurable business outcomes.

CORE COMPETENCIES

- HR Strategy & Org Design
- Talent Acquisition & Workforce Planning
- Compensation & Benefits
- Performance Management & KPIs
- Employee Relations & Conflict Resolution
- HR Compliance & Labour Law
- Payroll Management & HRIS
- Learning & Development (L&D)
- Change Management & Restructuring
- Outsourcing & Client Relations
- Policy Development & Implementation
- Budget & Cost Optimisation

PROFESSIONAL EXPERIENCE

Independent HR & Admin Consultant | Freelance *Jan 2015 – Present*

HR Consultant — Self-Employed

Cairo, Egypt | Multiple client engagements across industries

Services Delivered:

- Organizational Structuring & Restructuring: Design and implementation of organizational frameworks (Functional, Matrix, Flat); defining hierarchy, span of control, and departmental boundaries; leading restructuring to align resources and improve operational efficiency.
- Compensation & Benefits: Design and administration of total rewards packages including base salary, variable pay, and non-monetary perks; internal equity benchmarking against external market competitiveness.
- Recruitment & Talent Acquisition: End-to-end talent attraction and onboarding strategy; building long-term talent pipelines; managing sourcing, screening, interviewing, and comprehensive onboarding.
- Training & Development (L&D): Technical skill-building, leadership development, and career pathing; ensuring workforce competency in response to technological and industry changes to reduce turnover.
- Employee Relations: Positive culture development, conflict resolution, grievance management, and morale programs to build high-trust work environments.
- HR Compliance & Legal: Adherence to Egyptian labour law, social insurance regulations, and occupational health & safety standards; liaison with labour offices and government bodies.
- Payroll & Administration: Full salary processing cycle, employee documentation, tax withholdings, social insurance deductions, and employee lifecycle records management.
- HRIS, Analytics & Performance Management: HRIS implementation; KPI tracking (turnover, time-to-hire); performance evaluations, OKR setting, and strategic workforce planning.

BDO Esnad — Outsourcing Company *Oct 2020 – Present*

HR Director

Cairo, Egypt | Headcount: 1,000 | Direct Reports: 5 | Indirect: 40

Strategic Leadership:

- Lead all HR department policies, activities, and staff; ensuring legal compliance and implementation of the organization's mission and talent strategy.

- Collaborate with senior leadership to define and align HR strategy with organizational goals across staffing, recruiting, and retention.
- Develop and implement HR policies, processes, and training initiatives supporting compliance, engagement, and business performance.
- Manage compensation, benefits, leave, disciplinary matters, performance management, occupational health & safety, and L&D programs.
- Identify staffing needs; develop and execute best-practice hiring and talent management frameworks.
- Analyse organizational trends using HRIS data; monitor compliance with employment laws and modify policies to maintain regulatory adherence.
- Maintain awareness of HR trends, regulatory changes, and new technologies; develop and manage departmental budget.

External Client Relations:

- Build trust with client decision-makers to drive retention; act as primary contact for contract questions, billing, and service escalations.
- Oversee resolution of critical service issues and quality survey feedback; conduct proactive client calls and visits to ensure satisfaction.

Carlo Gavazzi — Oil & Gas Construction *Aug 2017 – Jan 2019*

Senior HR Manager

Cairo, Egypt | Headcount: 2,000 | Direct Reports: 6 | Indirect: 40 | 8 Sites incl. Zohr, WND, New Capital

- Led HR operations across 8 construction sites; managed Compliance Department ensuring all client standards and procedures were applied company-wide.
- Developed and deployed all HR policies, procedures, and services across divisions from the ground up.
- Drove talent acquisition strategy; developed solutions for sourcing challenges and improved organizational capability by attracting top-market talent.
- Oversaw payroll operations and maintained competitive compensation, benefits, and career progression frameworks.
- Prepared and reviewed employee manuals, job analyses, and job descriptions; implemented compensation and benefits policies.
- Developed corporate training & development strategies; established life, health insurance, and pension benefit programs.
- Analysed absenteeism and turnover reports and provided data-driven corrective action plans.

GlobeMed Egypt — Health Insurance Provider *Sep 2014 – Dec 2015*

HR & Admin Manager

Cairo, Egypt | Headcount: 200 | Direct Reports: 4 | Indirect: 15

- Translated organizational strategy into HR strategy; provided leadership for learning & development and OD initiatives.
- Developed and implemented Organizational Development strategies; managed grievance system and disciplinary proceedings.
- Ensured HR compliance with Group policies, Egyptian labour law, and applicable regulations; maintained HRIS data integrity.
- Managed legal processes with labour office, social insurance office, and law firms; defined JD, KPI, and management reporting formats.
- Led full-cycle senior recruitment: screening, interviewing, shortlisting, negotiating, and onboarding within salary scale parameters.
- Managed performance appraisal, management development, organizational change, and job re-design programs.
- Defined and implemented annual training plans; optimized internal and external training costs.
- Oversaw payroll reliability; conducted all salary reviews and compensation benchmarking; negotiated annual insurance plans.
- Managed employee relations, conflict resolution, counseling programs, and administrative and facilities budgets.

Qatar Airways *Feb 2009 – Aug 2014*

Acting Regional HR & Administration Manager

Cairo, Egypt | Headcount: 2,000 | Direct Reports: 2 | Indirect: 6

Human Resources:

- Planned and executed short, medium, and long-term HR development strategies; oversaw developmental programs, recruitment, and training.
- Reviewed monthly headcount movements and ensured payroll accuracy (new hires, resignations, transfers, salary changes).
- Proactively addressed employee relations concerns, performance issues, and labour relations policies with line managers.
- Coordinated and processed payroll time sheets, leave documents, travel reimbursements, and employment records for all staff.
- Delivered performance evaluation guidance ensuring organization-wide consistency; established communication links between staff and department heads.

Administration:

- Provided advanced, confidential administrative and secretarial support to the Area Manager with considerable independence.
- Managed executive calendars, travel arrangements, meeting preparation, and drafting of complex reports, manuals, and agendas.
- Composed confidential correspondence and reports; coordinated cross-departmental activities and ensured timely follow-up on all action items.

Union National Bank — Egypt *Mar 2008 – Jan 2009***MD's Personal Assistant / Credit Group Head's Personal Assistant**

Cairo, Egypt

- Provided comprehensive administrative support to the MD: decision-making assistance, meeting organization, schedule management, and day-to-day office coordination.
- Attended meetings for minutes and notes; managed inter-departmental communications and followed up on operational reports.
- Prepared highly sensitive reports, correspondence, and presentations for Credit Department with extreme attention to detail.
- Managed calendar, travel, meetings, and conference calls for the Credit Group Head.

Protrac *Oct 2007 – Mar 2008***Chief Operations Officer Assistant**

Cairo, Egypt

- Managed COO schedule, attended and recorded minutes for all meetings, and handled all COO administration issues.
- Tracked project progress; prepared status, cost, and adherence reports for the COO; managed purchasing approvals for Logistics & Stationery.
- Maintained client database; audited ISO documentation for the Operations department; oversaw daily operational reports from all coordinators.

Internet Security System *Apr 2007 – Sep 2007***COO Office Manager**

Cairo, Egypt

- Managed and maintained COO schedule; prepared agendas and distributed meeting minutes; handled correspondence, document filing, and travel arrangements.

Square Engineering Firm *Sep 2005 – Mar 2007***Office Manager**

Cairo, Egypt

- Managed CEO schedule, correspondence, and travel; prepared agendas and distributed meeting minutes.
- Handled logistics for imported goods and freight forwarding; coordinated all administrative office functions.

MediSoft Egypt *Aug 2004 – Aug 2005*

Office Manager

Cairo, Egypt

- Provided full administrative and HR support to the CEO: budgeting, financial reporting, staffing, and day-to-day office operations management.
- Managed recruitment, attendance, payroll processing, and leave documentation; developed efficient office workflow and administrative processes.

El Nour Eye Hospital *Jan 2004 – Aug 2004*

Human Resources Specialist

Cairo, Egypt

- Established and updated job descriptions; managed recruitment, workforce planning, and seasonal staffing adjustments.
- Organized personnel documentation in compliance with Egyptian Labour Law and social insurance regulations; controlled attendance and leave records.

Vodafone Egypt *Apr 2003 – Dec 2003*

Customer Service Representative

Cairo, Egypt

- Delivered high-quality customer service; managed inbound calls, resolved complaints, provided technical guidance, and supported the Sales Team.

EDUCATION

B.Sc. in Accounting — Cairo University, Faculty of Commerce, Cairo, Egypt | 2002

Thanweya Amma – Science — Girls College School, Egypt | 1995

TRAINING

- Marriott Vacation Club International (2001)
- Sheraton Hotel Marketing Company – HMC (2001)
- Financial Consulting – Grandex (2000)
- Summer Training – SOCO Oil Company (1999)
- Summer Training – El-Mohandes Bank (1998)

LANGUAGES

Arabic: Native **English:** Excellent (Spoken & Written) **French:** Fair (Spoken & Written)

TECHNICAL SKILLS

Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) | HRIS Platforms | Internet Applications