

# Mohamed Raouf

---

📍 [Nasr City, Cairo, Egypt] | 📞 [01143334645] | ✉️ [mraouf\_1983@hotmail.com] |  
Date of Birth: 16/10/1983 | 🌐 LinkedIn: [<https://www.linkedin.com/in/mohamed-raouf-25493271/>]

## Professional Summary

HR Manager with 15+ years of progressive experience in the healthcare and pharmaceutical sector, supported by an MBA. Proven track record in driving HR strategies, workforce planning, and organizational development. Skilled in talent acquisition, performance management, compensation & benefits, and employee engagement. Adept at partnering with operations and leadership teams to design HR solutions that improve retention, reduce turnover, and enhance compliance with labor laws.

## Key Skills

- Talent Acquisition & Retention
- Workforce Planning & Organizational Design
- HR Policies & Compliance
- Training & Development
- Performance Management (KPIs, Appraisals)
- Compensation & Benefits
- Employee Engagement & Culture Building
- HRIS & Digital HR Transformation
- Change Management & Succession Planning

## Professional Experience

### HR & Admin Senior Manager

**El-Helal Trading & Importing Co.** | Egypt | 2022 – Present.

#### Industry: Medical Equipment

- Develop and implement HR strategies and initiatives aligned with the overall business strategy.
- Plan, forecast, and execute manpower requirements in line with company growth goals.
- Design, review, and maintain the organizational structure.
- Manage the full recruitment lifecycle, from sourcing to hiring.
- Create and deliver effective onboarding programs for new hires, particularly field teams.
- Maintain accurate employee records and HR documentation, ensuring compliance with local labor laws and company policies.

- Foster a healthy, inclusive, and positive workplace culture that supports engagement and retention.
- Design, update, and implement HR policies and procedures, ensuring their effective communication and consistent application across the organization.
- Oversee payroll, benefits, and incentive plans to ensure compliance with labor laws and alignment with business objectives.
- Lead the performance management and appraisal process, establishing KPIs and supporting managers in employee evaluations.
- Recommend promotions, transfers, and succession plans based on performance, potential, and business needs.
- Address and resolve employee relations issues, grievances, and disciplinary actions in a fair, consistent, and professional manner.
- Provide expert HR guidance, coaching, and support to managers and employees on all people-related matters.

#### Key Achievements:

- Built and implemented a comprehensive performance appraisal system with KPIs.
- Developed structured onboarding programs for new hires, enhancing integration and reducing turnover.
- Introduced new HR policies ensuring compliance with labor laws.

### HR Manager

Trend Pharma | Egypt | 2021 – 2022

- Establish the Human Resources department from the ground up, including policies, systems, and processes.
- Develop and implement HR strategies and initiatives aligned with the company's overall business strategy.
- Lead and oversee the daily functions of the HR department, including recruitment, onboarding, payroll, benefits administration, leave management, and policy enforcement.
- Manage and continuously improve the performance management system to drive employee development and organizational effectiveness.
- Oversee employee relations, including disciplinary actions, investigations, and terminations, ensuring compliance with labor laws and fair practices.
- Provide HR reports, insights, and recommendations to senior management to support strategic decision-making.
- Manage the talent acquisition process end-to-end: sourcing, interviewing, and hiring qualified candidates; partner with line managers to define role requirements and competencies.
- Foster a positive work environment and promote employee engagement, retention, and career development.

## HR Section Head Acting as HR Manager

Future Pharmaceutical Industries | Egypt | 2014 – 2020

- Partner with management and department heads to identify workforce needs, job specifications, duties, qualifications, and skills.
- Prepare the annual manpower plan in collaboration with department managers.
- Build and maintain a strong network of contacts to source and attract qualified candidates.
- Manage the full recruitment lifecycle, including job postings, candidate sourcing, screening, testing, scheduling interviews, and hiring.
- Develop and update organizational charts to reflect current structures.
- Support organizational development initiatives and participate in key HR projects.
- Represent the company at job fairs, conferences, and events to enhance employer branding and market presence.
- Prepare HR reports and analytics for top management.
- Design, review, and update HR policies, forms, and procedures to ensure compliance and efficiency.
- Oversee medical and social insurance administration, employee records, and HR databases.
- Conduct exit interviews and investigations to analyze turnover trends.
- Manage the full resignation cycle, ensuring compliance with policies and smooth offboarding.
- Administer and oversee staff loan programs (e.g., car loan policy).
- Provide guidance and counseling to staff on HR policies and procedures.
- Lead and monitor the performance evaluation cycle.
- Coordinate with the finance team on monthly HR reports (headcount, new hires, resignations, overtime, deductions, etc.).
- Negotiate and renew annual contracts with medical insurance providers, seeking improved offers when possible.
- Develop and enhance benefits programs and employee reward systems to improve retention and engagement.

## Achievements

- Contributed to the design and implementation of a Performance Management System and KPIs.
- Participated in developing the company's Grading System to ensure fair and transparent compensation & benefits structures.

## Recruitment Supervisor

El Maaly Group for recruitment services | Egypt | 2013 – 2014

- Provide qualified manpower in line with the job description and employer requirements.
- Screen and filter candidates to create a shortlist of suitable profiles.
- Coordinate interview schedules with employers and candidates, ensuring smooth communication.
- Participate in evaluating candidates during interviews and provide input on assessments.
- Prepare final candidate evaluations and submit recommendations to the employer.
- Support employers in final candidate selection and lead negotiations with chosen candidates.
- Follow up on contract signing between candidates and employers.
- Manage and monitor candidate documentation and procedures for overseas placement, including health certificates, academic qualifications, and contract approvals.
- Troubleshoot and resolve unexpected issues to ensure candidates complete their travel procedures promptly.
- Provide regular updates to employers on the status of candidate processing and documentation.
- When delegated by the employer to manage selection, arrange interviews, prepare shortlists, and oversee the entire hiring and documentation process while providing progress reports twice a week.

## HR Specialist

Hochster Pharmaceutical Industries | Egypt | 2010 – 2013

- Monitor and follow up on employee attendance, leave balances, and disciplinary actions.
- Manage the end-to-end recruitment process, including job postings, CV screening, interview scheduling, and candidate communication.
- Conduct interviews to shortlist qualified candidates.
- Maintain accurate records of applicants, including accepted, on-hold, and rejected candidates.
- Develop and maintain a candidate database (CV bank) for future hiring needs.
- Prepare and share monthly recruitment reports with line managers, highlighting new hires and leavers
- Ensure proper documentation, filing, and regular updates of employee records.
- Maintain and update the employee database and personnel files to ensure accuracy and compliance.

## Purchasing Specialist

Multipharma | Egypt | 2009 – 2010

## **Customer Service**

Wasla Contact Center | Egypt | 2006 – 2008

## **Education**

MBA – Human Resources Management, [Arab academy for science technology and maritime transport], 2020

B.A. – Business Administration, [Ain Shams University], 2007

## **Certificates**

- communication skills – [pharma training center]
- leadership – [pharma training center]

## **Languages**

Arabic: Native

English: Professional working proficiency