

Wael Hassanin

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Senior Human Resources Leader with 25+ years of experience across Egypt and the GCC, specializing in building and transforming HR functions from the ground up. Proven track record in organizational development, HR strategy, talent management, and compensation & benefits design.

Expert in aligning HR systems with business strategy, implementing performance-driven cultures, and leading large-scale HR transformations. Brings a unique combination of HR leadership and Quality Management (ISO 9001) expertise to drive process excellence, compliance, and continuous improvement.

Core Competencies:

- HR Strategy & Transformation.
- Organizational Development & Structure Design.
- Compensation & Benefits Strategy.
- Talent Acquisition & Workforce Planning.
- Performance Management Systems.
- HR Policies & Egyptian Labor Law Compliance.
- Learning & Development Programs.
- HRIS Implementation (Odoo).
- ISO 9001 Implementation & Auditing.
- Process Improvement & Continuous Improvement

Key Achievements:

- Built HR departments from scratch for 4+ companies, establishing full HR functions within 3–6 months.
- Designed and implemented organizational structures, job descriptions, and grading systems.
- Developed and enforced HR policies aligned with Egyptian labor law, improving compliance and governance.
- Implemented HR systems including Odoo HR module, improving HR process efficiency and reporting accuracy.
- Reduced recruitment cycle time and improved hiring quality through structured talent acquisition processes.
- Designed compensation and benefits frameworks aligned with market benchmarks.
- Led performance management systems, including KPIs and annual appraisal frameworks.

Experience

Freelance:

- JULY 2025 – PRESENT (Remote)

Ai Trainer and Egyptian Arabic Writing Consultant/ Alignerr, USA.

- APRIL 2024 – PRESENT (Remote)

Ai Trainer and Egyptian Arabic Writing Consultant/ Outlier, USA.

- MAY 2024 – PRESENT (Freelance – Self Employed)

HR Consultant / HRM Proficients

Providing HR Services (HR Consulting - HR Management - HR Operations - Organizational Development - HR Strategy – HR Policy Formulation - HR Procedures & Regulations Formulation - Talent Acquisition – Recruitment - Headhunting - Standard Operating Procedure (SOP) & Work Instructions Formulation & Development).

- JULY 2024 – PRESENT (Remote - project based)

HR - QA Consultant/ QSC Consulting, Qatar.

- JUNE 2024 – AUGUST 2024 (Hybird - 3 months agreement)

Talent Acquisition Recruiter/ Innovative Foods, Cairo, Egypt.

Fulltime:

- SEPTEMBER 2025 – PRESENT

HR Manager / Customized Power Technology Group, Cairo, Egypt.

- Building the company's human resources department and organizational structure from scratch.
- Create, Develop and implement HR Module Odoo System according to HR procedure and regulations in cooperation with the System Provider and company System Admin.
- Preparing job descriptions, conducting interviews, and selecting, appointing, and building work teams within departments.

Supervisory Responsibilities:

- Oversees the daily workflow of the department.
- Oversee all the activities of HR team to ensure high performance levels and efficient implementation.
- Provides constructive and timely performance evaluations.
- Handles discipline and termination of employees in accordance with company policy.
- Supervise and evaluate all HR team performance and their development.
- Set the team objectives in correlation with the department objectives provide coaching and action plans required to achieve objectives.
- Prepare reports for quarterly, yearly and weekly reports
- Create, review and update company policies and procedures, HR Forms.

Personnel:

- Creating and implementing company HR Regulations, policies and procedures regarding (Main Regulations – Leaves – Penalties – Attendance – Women Work) according to Egyptian labor law.
- Preparing and issuing contracts, forms, and circulars for newly hired employees
- Supervise procedures of (employment, evaluations, leaves, penalties, time keeping, monthly time sheet, termination, promotions, attendance, circulars, loans, custody release form).
- Preparing and issuing employment offers.
- Supervising and following up attendance.
- Supervising and following up Social Insurance forms (1, 6, 2), government health insurance and private medical insurance.
- Dealing with Labor office and Social insurance office.
- Supervise HR filing and documentation.
- Oversees employee disciplinary meetings, terminations, and investigations.
- Maintains compliance with local employment laws and regulations, and recommended best practices; reviews policies and practices to maintain compliance.

Compensation and Benefits:

- Manage payroll and its updates including new hires, terminations, and changes to pay rates, and ensure it is processed on time, accurately, and in compliance with regulatory requirements such as minimum salaries and tax liabilities.
- Monitor promotions, transfers and terminations, increments, overtime, incentives, bonuses, advances, termination.
- Manage compensation and benefits analytics within the company, market surveys to ensure appropriate compensation across all departments.
- Design, implement and manage salary structures, scale, classification, and compensation packages and bonus programs that align with the company's strategic plan.
- Researches and proposes competitive base and incentive pay programs.
- Develops the compensation strategy in the organization (grading system, job evaluation system, job description policy, promotion policy, etc.) and ensures its alignment with the corporate culture and the corporate values.
- Forecast budget for the salary increase, prepare personnel budget.
- Making corporate deals like medical insurance for the employees.

Organizational Development:

- Develop & implement the Company organization structure policy and design with Org Charts, Unit Descriptions, Job Descriptions, KPIs & objectives.
- Plan and lead short and long term planning for OD programs.
- Create and develop the job evaluation system, advising on job design, job descriptions and the correct grading of jobs.
- Oversee the annual appraisal process, monitoring compliance with the timetable and ensure consistency of quality in appraisal documentation

- Identify and assess future and current training needs through job analysis, career paths, annual performance appraisals and consultation with line managers
- Monitor and evaluate training programs effectiveness, success and ROI periodically and report on them.

● **Talent Acquisition and Management:**

- Cooperating with department managers to determine the departments' job needs in the short and long term and receiving recruitment requisitions in accordance with the company's organizational structure.
- Manages the talent acquisition process, which include recruitment, interviewing, and hiring of qualified job applicants, collaborates with departmental managers to understand skills and competencies required for openings.
- Supervise Creating and publishing job ads.
- Supervise Screening resumes and job applications.
- Supervise conducting initial phone screens to create shortlists of qualified candidates.
- Interview shortlisted candidates in-person.
- Supervise Following up with selected candidates throughout the hiring process.
- Maintain a database of potential candidates for future jobs.
- Recruit and train personnel and allocate responsibilities.
- Assess staff performance and provide coaching and guidance.

● **Learning and Development:**

- Creates On job training programs and following up its implementation and evaluations.
- Creates L & D programs and initiatives that provide internal development opportunities for employees.
- Identifies problems and opportunities such as operational changes or industry developments that training could improve.
- Assess training needs to apply and monitor training programs
- Conducts performance evaluations and annual appraisals.
- Facilitates required and recommended training sessions.
- Monitors the implementation of the training to ensure the skills development.
- Collaborates with third-party training providers to arrange employee participation in outside training programs.

● JUNE 2025 – SEPTEMBER 2025 (3 MONTHS CONSULTATION CONTRACT)

HR Manager / New Plast Group, Cairo, Egypt.

- Building the company's human resources department and organizational structure from scratch.
- Preparing job descriptions, conducting interviews, and selecting, appointing, and building work teams within departments.
- Creating human resources management models.
- Creating and implementing the company's human resources regulations, policies, and procedures related to (main regulations, vacations, penalties, attendance, and women's work) in accordance with Egyptian labor law.
- Establishing and monitoring human resources processes (personnel affairs, compensation and benefits, organizational development, talent acquisition and management, and training and development).
- As detailed Earlier in **Customized Power Technology Group** to avoid duplication.

● MARCH 2025 – MAY 2025 (3 MONTHS CONSULTATION CONTRACT)

HR Consultant / Midrar for Business Development, Cairo, Egypt.

- Building the company's human resources department and organizational structure from scratch.
- Preparing job descriptions, conducting interviews, and selecting, appointing, and building work teams within departments.
- Creating human resources management models.
- Creating and implementing the company's human resources regulations, policies, and procedures related to (main regulations, vacations, penalties, attendance, and women's work) in accordance with Egyptian labor law.
- Establishing and monitoring human resources processes (personnel affairs, compensation and benefits, organizational development, talent acquisition and management, and training and development).
- As detailed Earlier in **Customized Power Technology Group** to avoid duplication.

● OCTOBER 2024 – MARCH 2025

HR Manager/ City Squares for Consultations and Projects Management, Cairo, Egypt.
+ **Acting Managing Director.**

Supervisory Responsibilities:

- As MD:
 - Overseeing operations such as sales, marketing, customer service, production, and finance.
 - Developing corporate strategies to meet short-term and long-term goals.
 - Managing personnel and ensuring adherence to the organization's HR policies.
 - Overseeing communication with stakeholders, including investors, customers, suppliers, etc.
 - Ensure that the company's activities align with its business objectives.
 - Provide reports to the chief executive officer.
- As HR Manager:
 - Building the company's human resources department and organizational structure from scratch.
 - Preparing job descriptions, conducting interviews, and selecting, appointing, and building work teams within departments.
 - Creating human resources management models.
 - Creating and implementing the company's human resources regulations, policies, and procedures related to (main regulations, vacations, penalties, attendance, and women's work) in accordance with Egyptian labor law.
 - Establishing and monitoring human resources processes (personnel affairs, compensation and benefits, organizational development, talent acquisition and management, and training and development).
 - As detailed Earlier in **Customized Power Technology Group** to avoid duplication.

• NOVEMBER 2023 – JUNE 2024

HR Manager/ Advanced Solutions for Financial Consultancy, Cairo, Egypt.

- Building the company's human resources department and organizational structure from scratch.
- Preparing job descriptions, conducting interviews, and selecting, appointing, and building work teams within departments.
- Creating human resources management models.
- Creating and implementing the company's human resources regulations, policies, and procedures related to (main regulations, vacations, penalties, attendance, and women's work) in accordance with Egyptian labor law.
- Establishing and monitoring human resources processes (personnel affairs, compensation and benefits, organizational development, talent acquisition and management, and training and development).
- As detailed Earlier in **Customized Power Technology Group** to avoid duplication.

• AUGUST 2022 – OCTOBER 2023

HR Manager/InfoTech Global - Information Providers, Cairo, Egypt.

- Building the company's human resources department and organizational structure from scratch.
- Preparing job descriptions, conducting interviews, and selecting, appointing, and building work teams within departments.

Supervisory Responsibilities:

- Oversees the daily workflow of the department.
- Provides constructive and timely performance evaluations.

Personnel:

- Creating and implementing company HR Regulations, policies and procedures regarding (Main Regulations – Leaves – Penalties – Attendance – Women Work) according to Egyptian labor law.
- Preparing and issuing contracts, forms, and circulars for newly hired employees
- Supervise procedures of (employment, evaluations, leaves, penalties, time keeping, monthly time sheet, termination, promotions, attendance, circulars, loans, custody release form).
- Preparing and issuing employment offers.
- Supervising and following up attendance.
- Supervising and following up Social Insurance forms 1 , 6 and 2.
- Supervising and following up Government Health Insurance and private medical insurance.
- Dealing with Labor office and Social insurance office.
- Supervise HR filing and documentation.
- Oversees employee disciplinary meetings, terminations, and investigations.

- Maintains compliance with local employment laws and regulations, and recommended best practices; reviews policies and practices to maintain compliance.

● **Compensation and Benefits:**

- Researches and proposes competitive base and incentive pay programs to ensure the organization attracts and retains top talent.
- Bonus Policy planning and development.
- Preparing and issuing memos and forms to finance department (payroll section) concerning increments, overtime, incentives, bonuses, advances, termination.

● **Organizational Development:**

- Develop & implement the Company organization structure policy and design with Org Charts, Unit Descriptions, Job Descriptions, KPIs & objectives.
- Create and develop the job evaluation system, advising on job design, job descriptions and the correct grading of jobs.
- oversee the annual appraisal process, monitoring compliance with the timetable and ensure consistency of quality in appraisal documentation

● **Talent Acquisition:**

- Manages the talent acquisition process, which include recruitment, interviewing, and hiring of qualified job applicants, collaborates with departmental managers to understand skills and competencies required for openings.
- Supervise Creating and publishing job ads.
- Supervise Screening resumes and job applications.
- Supervise conducting initial phone screens to create shortlists of qualified candidates.
- Interview shortlisted candidates in-person.
- Supervise Following up with selected candidates throughout the hiring process.
- Maintain a database of potential candidates for future jobs.
- Recruit and train personnel and allocate responsibilities.
- Assess staff performance and provide coaching and guidance.

● **Learning and Development:**

- Creates On job training programs and following up its implementation and evaluations.
- Creates learning and development programs and initiatives that provide internal development opportunities for employees.
- Identifies problems and opportunities such as operational changes or industry developments that training could improve.
- Assess training needs to apply and monitor training programs
- Conducts performance evaluations and annual appraisals.
- Facilitates required and recommended training sessions.
- Collaborates with third-party training providers to arrange employee participation in outside training programs.

● DECEMBER 2020 – AUGUST 2022

HR and Administrative Affairs Manager/El Barbary for Trading & Contracting, Cairo, Egypt.

● **Personnel and Recruitment:**

- Preparing and issuing contracts, forms, and circulars for newly hired employees.
- Supervise procedures of (employment, evaluations, leaves, penalties, time keeping, monthly time sheet, termination, promotions, attendance, scanning and keeping & updating employee's files and data, circulars, loans, custody release).
- Preparing and issuing employment offers.
- Supervising and following up attendance.
- Preparing and issuing memos and forms to the Financial Manager concerning increments, overtime, incentives, bonuses, advances, termination, and assisting in salaries sheets.
- Supervise HR filing and documentation.
- Supervise Creating and publishing job ads.
- Supervise Screening resumes and job applications.
- Conduct initial phone screens to shortlist-qualified candidates.
- Interview candidates in-person.

- Follow up with selected candidates throughout the hiring process.
- Maintain a database of potential candidates for future jobs.
- Recruit and train personnel and allocate responsibilities.
- Assess staff performance and provide coaching and guidance.

● **Administrative Affairs:**

- Plan and coordinate administrative procedures.
- Manage schedules and deadlines
- Monitor and supervise inventory of supplies and new material purchasing.
- Oversee facilities services, maintenance activities.
- Organize and supervise other office / workshop activities.
- Ensure operations adhere to policies and regulations.

● JUNE 2012 – JUNE 2020

Quality Assurance Systems Specialist/Ministry of Interior –Telecom Department, Doha, Qatar.

- Create and update QA documents (Procedures, Work instructions, and Forms) according to ISO 9001/2008 and 9001/2015.
- Risk Analysis, evaluation, and management.
- Documentation of QA System (Preparing, coding, saving, publishing, distributing and withdrawing all necessary copies of QA System Documents, procedures and forms).
- Leading the QA internal audit team during audits in (Preparation of the annual audit plan - Reviewing the internal audit reports with attachments - Preparation of the audit program and checklists - Recording and follow-up corrective and preventive actions).
- Membership of Management Review Team.
- Customer Satisfaction Survey and Handling of complaints.
- Control of Non-Conforming Services.
- Quality Objectives Setting and Follow up.
- Taking necessary Corrective actions regarding Non-conformity.
- Development, testing and evaluation of QA system.
- Coordination with sections, branches, Planning and Quality department, and QA external auditing parties.
- Revise and update QA Forms in the Technical system (BMC).
- Assign tasks to QA team and follow up accomplishment.
- Manage the overall performance of QA Section.
- Provide QA System reports to QA Systems Manager.

● JANUARY 2008 – APRIL 2012

Human Resources Specialist/ National Gas Group, Cairo, Egypt.

● **Personnel and Payroll:**

- Preparing and issuing contracts, affidavits, forms, circulars for newly hired employees.
- Preparing and issuing notices of employment and following up the arrival of newly employees.
- Carrying out & Supervise procedures of (employment, evaluations, leaves, penalties, time keeping, monthly time sheet, termination, promotions, attendance, scanning and keeping & updating employee's files and data, affidavit, circulars, social and medical insurance, loans requests, custody release form).
- Following up and carrying out temporary contracts renewal and social insurance.
- Preparing and issuing employment offers for selected candidates.
- Preparing and issuing probation period evaluation forms and annual appraisal forms.
- Following up employees attendance.
- Issuing notifications of termination, layoffs for absenteeism, and follow-up the legal actions with the legal department.
- Preparing and issuing memos and forms to the payroll section concerning increments, overtime, incentives, bonuses, advances, termination, and assisting in salaries sheets.
- Working on HR and wages program (HR – Comsys Program).
- Carrying out HR filing and documentation.

● **Recruitment:**

- Create and publish job ads.
- Collaborate with hiring managers to set qualification criteria for future employees.
- Screen resumes and job applications.
- Conduct initial phone screens to shortlist qualified candidates.
- Interview candidates in-person for a wide range of roles (junior, senior and executive).
- Follow up with selected candidates throughout the hiring process.
- Maintain a database of potential candidates for future job openings.

● JANUARY 2004 – DECEMBER 2007

Administration & Personnel Affairs Manager/El Barbary for Trading & Contracting, Cairo, Egypt.

+ Acting Quality Assurance Manager.

● **Administration and Personnel Affairs:**

- Supervising and following up the Workshop production, fabrication and maintenance of products and Equipment such as (high-pressure water pumps – Tanks – water Waste Tank – container houses) and control all the input material and its quality.
- Supervising inventory of supplies and new material purchasing.
- Managing Selling Process by Dealing with Clients & Pricing the job.
- Production documents Control (Job receiving & shipping - Work order - Job document filling - Invoices & Invoice Tracking).
- Some Personnel affairs tasks as (employment, evaluations, leaves, penalties, time keeping, monthly time sheet, termination, promotions, attendance, scanning and keeping & updating employee's files and data, affidavit, circulars, social and medical insurance, loans requests, custody release form).
- Carrying out Payroll in cooperation with Financial Manager.

● **Quality Assurance:**

- Create and update QA documents (Procedures, Work instructions, and Forms) according to ISO 9001/2000.
- Documentation of Quality Assurance System (Preparing, coding, saving, publishing, distributing and withdrawing all necessary copies of QA System Documents, procedures and forms according to ISO 9001/2000..
- Leading the QA internal audit team during audits in (Preparation of the annual audit plan - Reviewing the internal audit reports with attachments - Preparation of the audit program and checklists - Recording and follow-up corrective and preventive actions).
- Control of Non-Conforming Services and Taking necessary Corrective actions regarding Non-conformity.
- Customer Satisfaction Survey and Handling of complaints.
- Manage the overall performance of QA Section.
- Provide QA System reports to Company Manager.

● OCTOBER 2002 – OCTOBER 2003

Quality Assurance Representative/Black Gold Co. Oilfield Services, Cairo, Egypt.

+ Acting Production Coordinator.

● **Quality Assurance:**

- Create and update QA documents (Procedures, Work instructions, and Forms) according to ISO 9001/2000.
- Documentation of Quality Assurance System (Preparing, coding, saving, publishing, distributing and withdrawing all necessary copies of QA System Documents, procedures and forms.
- Member of the QA internal audit team during audits and do the following (Preparation of the annual audit plan - Reviewing the internal audit reports with attachments - Preparation of the audit program and checklists - Recording and follow-up corrective and preventive actions).
- Control of Non-Conforming Services and Taking necessary Corrective actions regarding Non-conformity.
- Customer Satisfaction Survey and Handling of complaints.

● **Production:**

- Supervising and following up the Workshop production, fabrication and maintenance of Oil Field Products and Equipment.
- Supervising the process of receiving Supplies and Materials and control all the input material and its quality.
- Managing the purchasing process by writing the purchase order and selecting the suitable suppliers.

- Managing Selling Process by Dealing with Clients & Pricing the job.
 - Production documents Control (Job receiving & shipping - Work order - Job document filling - Invoices & Invoice Tracking).
 - Some Personnel affairs tasks as Time Sheet & Attendance.
- MARCH 2002 – SEPTMBER 2002
Personnel Affairs Administrator /El Raeyy for Projects and Engineering Services, Cairo, Egypt.
 - Carrying out employment procedures, evaluations, leaves, penalties, promotions, attendance, time keeping, and termination, scanning and keeping & updating employee's files, social insurance.
 - DECEMBER 2000 – MARCH 2002
Quality Assurance Representative/Black Gold Co. Oilfield Services, Cairo, Egypt.
 - Create and update QA documents (Procedures, Work instructions, and Forms) according to ISO 9001/2000.
 - Documentation of Quality Assurance System (Preparing, coding, saving, publishing, distributing and withdrawing all necessary copies of QA System Documents, procedures and forms.
 - Member of the QA internal audit team during the audits and do the following (Preparation of the annual audit plan - Reviewing the internal audit reports with attachments - Preparation of the audit program and checklists - Recording and follow-up corrective and preventive actions).
 - Control of Non-Conforming Services.
 - Quality Objectives Setting and Follow up.
 - Customer Satisfaction Survey and Handling of complaints.
 - Taking necessary Corrective actions regarding Non-conformity.
 - JULY 2000 – DECEMBER 2002
Personnel Affairs Administrator /Swanco Co. Oilfield Services, Cairo, Egypt.
 - Carrying out employment procedures, evaluations, leaves, penalties, promotions, attendance, and termination, scanning and keeping & updating employee's files, social insurance, and following up employees' attendance.
 - Issuing contracts, affidavits, circulars for newly hired employees, and following up the arrival of newly employees.

Skills

- **Soft Skills:** Team player, time management skills, conflict management, data analytic, organizational skills, communication skills, critical thinking, internal Audit, planning, attention to details, public speaking, decision making, adaptability, problem solving, leadership
- **Hard Skills:** Windows, Linux (Ubuntu), Microsoft Office (Word – Excel – PowerPoint – Visio – Outlook), Outlook Express, Paint, E-Mail, Internet Search, Recruitment Platforms (LinkedIn – Bayt – Wuzzuf – Forasna - Indeed ...etc.), Social Media (Facebook – LinkedIn – Instagram ... etc.), HR Systems (Odoo HR – Oracle - Comsys).

Education

IN PROGRESS

Master of Human Resources Management/ Sadat Academy for Management Sciences (SAMS), Cairo, Egypt.

FEBRUARY 2022

Premaster of Human Resources Management/ Sadat Academy for Management Sciences (SAMS), Cairo, Egypt.

OCTOBER 2010

Postgraduate Diploma of Human Resources Management/ Sadat Academy for Management Sciences (SAMS), Cairo, Egypt.

MAY 2006

Bachelor of Commerce – Accounting/ Ain Shams University (ASU), Cairo, Egypt.

SEPTEMBER 2000

Bachelor of Social Work/ Helwan University, Cairo, Egypt.

Languages

- Arabic (Native Language)
- English (Very Good)

Certificates

- [ISO 9001/2015 Lead Auditor](#)

Jul 2018 - Certificate no (0929) – certified by (CQI and IRQA).

- [Certified Quality Manager \(CQM\)](#)

Mar 2017 - Certificate no (NQI TD 159/2017) – certified by (National Quality Institute NQI and Ministry of Trade and Industry / Egypt).

- [ISO 9001/2015 Lead Implementer](#)

Mar 2017 – Certificate no (Q/219/16/58/11)) – certified by (DEU ZERT / Germany – provided by NQI).

- [Quality Management Diploma](#)

Mar 2017 - Certificate no (320/17/EG/UK) – certified by (Blackburn Institute / UK – provided by NQI).

- [ISO 9001/2008 Lead Auditor](#)

Jun 2012 - Certificate no (9510) – certified by (RABQSA and IRQA).

Courses

JULY 2018

- [ISO 9001/2015 Lead Auditor](#)

Quality Management System (QMS) Auditor / Lead Auditor Training Course (A18019) Based on ISO 9001/2015 – Certificate no (0929) – Certified by (CQI and IRCA) – Provided by RICl through Egyptian Society for Quality.

MARCH 2017

- [Certified Quality Manager \(CQM\)](#)

Includes:

- Certified Quality Manager (CQM) Training Course - Certificate no (NQI TD 159/2017) - Certified by National Quality Institute (NQI) / Ministry of Trade and Industry / Egypt - Provided by NQI through Orient Consulting & Training.
- Lead Implementer ISO 9001/2015 Training Course - Certificate no (Q/219/16/58/11) - Certified by DEU ZERT / Germany - Provided by NQI through Orient Consulting & Training.
- Quality Management Diploma - Certificate no (320/17/EG/UK) - Certified by Blackburn Institute / UK - Provided by NQI through Orient Consulting & Training.

SEBTEMBER 2016

- [Microsoft Excel](#)

JUNE 2016

- [Microsoft Word](#)

MAY 2016

- [Basic Computer Skills](#)

MAY 2016

- [Time and Information Management](#)

APRIL 2016

- [Personal Development](#)

JUNE 2013

- [Microsoft PowerPoint](#)

APRIL 2013

- [Introduction to Tetra digital communication devices](#)

JUNE 2012

- **ISO 9001/2008 Lead Auditor**

Quality / ISO 9001-2008 Lead Auditor Course – Certificate no 9510 – Certified by (RABQSA and IRCA) – Provided by John L Bates & Associates Pty Ltd through Egyptian Society for Quality, Includes:

- RABQSA-AU: Management system auditing.
- RABQSA-QM: Auditing quality management system.
- RABQSA-TL: Leading management system auditing teams.

DECEMBER 2010

- **Social Insurances & Pensions Law (No 135 / 2010)**

JANUARY 2008

- **Gas Refueling Stations & Car Conversion Center Management System**

OCTOBER 2001

- **Planning & Follow up for Production**

DECEMBER 2000

- **Quality System Documentation**

MAY 2000

- **Microsoft Office / Windows**

Memberships

- Member of Egyptian society for Quality (ESQ).
 - Member of National Quality Institute (NQI).
 - Member of Syndicate of Commercial Professions.
 - Member of Syndicate of Social Professions.
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Activities

- Poetry • Reading • Travel • Football.