

Marwa Emam Hamed

📍 Future City, Cairo, Egypt 📞 +201004033442

✉️ marwa.emam20101@hotmail.com | 🌐 www.linkedin.com/in/marwa-emam-sphr-62524057

Professional Summary

HR professional with 14 years of experience across various HR domains, including compensation and benefits, performance management, training, organizational development, talent acquisition, and personnel management. Demonstrated expertise in enhancing HR functions and aligning strategies with business goals across diverse industries such as retail, marketing, aviation, construction, and healthcare.

Professional Experience

Regional Head of HR

LIPS Healthcare, Cairo, Egypt.

Jan 2025 – Present

UK Responsibilities:

- Lead recruitment and onboarding to ensure smooth hiring aligned with business needs.
- Manage employee relations and conflict resolution for a positive workplace.
- Drive performance management, including reviews, goal setting, and staff development.
- Design and deliver training & development programs.
- Oversee compensation and benefits, including monthly payroll and other payments, annual reviews, bonuses, and compliance with budgets.
- Maintain and update employee policies and handbooks to ensure consistency and compliance.

Cairo Responsibilities:

- Design and manage compensation, benefits, and grading systems to ensure competitiveness and fairness.
- Lead recruitment, talent acquisition, and onboarding in line with workforce needs.
- Oversee payroll, HR reporting, and compliance with labor laws and tax obligations.
- Implement and improve HR systems, processes, and data-driven decision-making.
- Drive performance management, career development, and appraisal systems.
- Lead organizational culture, change management, and HR transformation initiatives.
- Manage HR budgets, resources, and team leadership.
- Handle employee relations, investigations, and complaints with professionalism

HR Manager

LIPS Healthcare, Cairo, Egypt

August 2022 – Dec 2024

- Develop and implement compensation and benefits programs that align with the company's culture and strategic goals.
- Maintain and update the grading system and salary structure to ensure competitiveness and internal equity.
- Create, update, and enforce company policies, including job descriptions, HR manuals, and employee handbooks.
- Oversee recruitment and talent acquisition efforts, ensuring alignment with organizational workforce needs.
- Manage payroll processing, bank transfers, and monthly HR reporting to ensure timely and accurate payments.
- Lead performance management programs, including setting goals, conducting performance reviews, and facilitating career development initiatives.
- Ensure HR compliance with local labor laws and payroll tax obligations to mitigate legal risks.
- Optimize HR systems and utilize data to inform decision-making and improve HR processes.
- Drive change management initiatives and lead organizational culture transformation efforts.

- Manage HR department budgets, ensuring effective allocation of resources to meet business needs.
- Develop and implement a Performance Appraisal Management system to promote a high-performance culture.
- Supervise and lead the HR team, fostering collaboration, efficiency, and continuous improvement.
- Handle employee relations by addressing concerns, resolving complaints, and managing investigations with professionalism.

Head of Human Resources

Square Engineering Firm

November 2020 – July 2022

- Developed and implemented compensation and benefits programs aligned with organizational culture and objectives.
- Designed and maintained an organizational grading system and salary structure.
- Led the creation and development of company policies and procedures, including drafting job descriptions, updating the organizational chart, and creating/updating the HR manual and employee handbook.
- Developed and delivered strategic HR plans to support overall business direction and growth.
- Managed payroll calculations, bank transfers, and prepared monthly HR analysis reports.
- Ensured compliance with relevant laws and payroll tax obligations.
- Oversaw employee records and documentation, including payroll, personnel transactions, investigations, penalties, insurance coverage, and pension plans.
- Designed and implemented a Performance Appraisal Management system aimed at fostering high performance.
- Developed training plans based on training gap analysis and tracked the achievement of learning outcomes.
- Conducted manpower planning in line with project needs, including estimating costs and determining required budgets.
- Supervised all HR activities, reports, requests, and documents generated or received by the HR team.
- Managed corporate administrative files, including company legal licenses, project insurance, and maintenance insurance contracts.
- Addressed employee needs and complaints, led investigations, and provided resolution outcomes.
- Implemented and developed the HRIS Zetalent system to streamline HR processes.
- Managed and supervised the HR team in executing daily tasks and responsibilities.

Human Resources Manager

A-Part Bosch for Automotive

October 2016 – November 2020

- Developed and implemented company policies and procedures, wrote job descriptions, updated the organizational chart, and created the HR manual.
- Created and executed strategic HR plans aligned with the overall business objectives.
- Led workforce planning and development to ensure alignment with business growth and employee needs.
- Managed payroll calculations, bank transfers, and prepared monthly payroll analysis reports.
- Ensured compliance with applicable laws and payroll tax obligations, mitigating legal risks.
- Supervised employee records and documentation, including payroll, personnel transactions, investigations, penalties, insurance coverage, and pension plans.
- Developed and implemented a Performance Appraisal Management system to drive high performance and align with company goals.
- Created training plans based on training gap analysis and measured outcomes to ensure skill development.
- Led manpower planning, managed onboarding processes, and established interview schedules and evaluation standards in line with modern HR methodologies.
- Assisted with recruitment efforts and oversaw exit interviews and separation procedures.
- Supervised all HR activities, reports, requests, and documents generated or received by the HR team.
- Monitored and managed the implementation of the HR budget, ensuring cost-effective resource allocation.
- Collaborated with external providers and handled legal matters to ensure company compliance.
- Managed and supervised the HR team in executing daily tasks and maintaining operational efficiency.

Senior HR Generalist

International Aviation Business (IAB)

April 2014 – October 2016

- Payroll & Personnel: Managed payroll, leave balances, disciplinary records, and compliance with social insurance regulations.
- Attendance & Rosters: Maintained attendance systems, rosters, and leave records, ensuring adherence to policies.
- Recruitment & Onboarding: Led sourcing, interviewing, onboarding, and issuance of company IDs and contracts.
- Performance & Reporting: Maintained appraisal records, provided regular HR/payroll reports, and handled employee-related issues affecting salaries.
- Administration & Compliance: Oversaw staff files, contracts, memos, and airport permission processes, ensuring accuracy and compliance with deadlines.

HR Specialist

ASM Marketing Travel Agency

September 2011 – March 2014

- Payroll & Reporting: Managed payroll processes with timely, accurate calculations and prepared monthly payroll reports.
- Attendance & Leave Management: Maintained attendance systems, generated daily/weekly/monthly reports, and administered annual leave policies.
- Employee Records & Compliance: Maintained computerized staff files, contracts, and disciplinary records; ensured compliance with company policies and social insurance regulations (Forms 1, 2, 6).
- Recruitment & Onboarding: Led end-to-end recruitment, including sourcing, interviewing, and onboarding of new staff.
- HR Reporting: Prepared and submitted monthly HR and personnel reports to the HR Head, highlighting issues impacting salaries and employee relations.
- Administration & Communication: Issued internal memos, administrative letters, and managed contract renewals to ensure smooth HR operations.

Education

Human Resources Management (SPHR) – Certificate

The American University in Cairo 2017 – 2018

Bachelor of Commerce and Business Administration, English Accounting

Helwan University 2007 – 2011 Grade: Good

Certificates and Training

- **Labor Law no 14-2025** Professional Service Proserv, 2025
- **Star Managers Certificate** The American University in Cairo, 2023
- **HR Analytics Course** American Chamber of Commerce in Egypt, 2021
- **Competencies based interviewing skills** Top Business Group, 2020
- **Mastering Excel Course** YAT Learning Center, 2019
- **Salary Taxes Course** Top Business Group, 2015
- **Labor Law Course** Top Business Group, 2015
- **English Conversation Course** The American University in Cairo, 2013

Achievements

- Built and implemented HR functions from scratch twice, including performance appraisal systems, compensation and grading structures, and HR policies and procedures.
 - Led HR digital transformation by implementing and optimizing HR software (Zetalent, Oracle, SAP, Menaltech).
-

Languages

Arabic: Native

English: Fluent

French: Fair Knowledge.

Computer Skills

Expert Software user in Oracle, SAP, Zetalent, Signavio, Menaltech and ERP System.

Expert in Microsoft Dynamics 365, Microsoft Office Suite, including Excel, Word, PowerPoint, and Power BI.

Key Skills

- Organizational & Strategic Planning
- Leadership & Team Management
- Project Management & Budgeting
- Time Management & Quality Assurance
- Business Analysis & Decision Making
- Coaching & Mentoring
- Conflict Resolution & Problem Solving
- Process Improvement & Workflow Optimization
- Dependability and Adaptability

