

Dalia Wagih Abd El-Rahman

HR Manager| Global Recruiter| Headhunter | Talent Acquisition Management | OD | Onboarding | Hiring overseas| HR Trainer| HRIS | L&D |Performance Management | Payroll | HRIS | HR Operations | Lead Transformation| AI USER

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## Professional Summary

Seasoned HR Leader with 16+ years of experience in HR management, talent acquisition, and HR consultancy across engineering, manufacturing, services, tourism, medical, construction, and financial services sectors. Proven track record in leading HR teams, designing and implementing HR systems and policies, and aligning people strategies with business goals. Adept at acting as a strategic partner to senior management on organization design, workforce planning, performance management, and talent development. Recognized for building structured HR foundations, improving employee engagement and retention, and delivering data-driven HR insights that support sustainable organizational growth.

## Core Competencies

- HR Strategy & Business Partnering
- Organizational Development & Job Analysis
- Learning & Development & Training Needs Analysis
- HR Operations, Payroll & Timekeeping
- Employer Branding & Talent Pipelines
- HRIS (SAP, Odoo, Menaitech, Paynas, Dynamic)
- Talent Acquisition & Recruitment Leadership
- Performance Management Systems
- HR Policies, Procedures & Employee Handbook
- Employee Relations & Engagement
- AI User

## Professional Experience

### **HR Manager – Professional Services (Outsourcing & HR Consultancy) 06/2023 – Present – Cairo, Egypt**

- Lead the overall HR function for a diversified portfolio of clients, managing a team of 9–15 HR and recruitment professionals and acting as a strategic partner to business leaders.
- Design and implement HR and recruitment frameworks (policies, procedures, employee handbooks) that improve standardization, transparency, and legal compliance across client organizations.
- Deliver between 12–20 hires per month across junior, senior, and managerial roles, while maintaining strong cultural and competency fit for each client.
- Reduce overall employee turnover at client organizations by more than 30% through stronger selection processes, manager coaching, and targeted retention and engagement initiatives.

- Optimize time-to-hire by setting clear SLAs: filling junior roles within 7–10 days, senior roles within 10–15 days, and managerial roles within approximately one month.
- Establish structured performance management cycles (objectives, KPIs, probation reviews, annual appraisals) that increase accountability and performance visibility.
- Consolidate training needs and build annual training plans focused on leadership, communication, and problem-solving skills, in coordination with internal stakeholders and external training providers.
- Oversee HR operations for selected clients (attendance, payroll inputs, personnel records), ensuring accurate data, timely processing, and smooth monthly HR cycles.
- Develop periodic HR and recruitment dashboards (headcount, hiring, turnover, open vacancies, time-to-hire) to support data-driven workforce decisions.

***HR Manager – MAM for Engineering Industry (Manufacturing sector – 2,000 Employees) 2020-2023  
Cairo, Egypt***

- Led the HR department in a high-headcount manufacturing environment, supporting around 2,000 employees across blue- and white-collar populations.
- Built and documented core HR structures and processes, including HR forms and workflows, to standardize practices and enhance efficiency across departments.
- Played a key role in establishing a complete HR system from the ground up (job analysis, job descriptions, employee manual), reducing role ambiguity and improving clarity of responsibilities.
- Monitored turnover and satisfaction indicators and proposed retention actions that supported stability in critical positions.
- Managed the end-to-end recruitment cycle for factory and office roles, frequently handling 12–20 positions per month in coordination with department heads.
- Designed annual training plans based on TNA and management input, focusing on managerial and soft skills development.
- Created and rolled out a performance management system, including probation, mid-year, and annual appraisals, and coached managers on fair and objective evaluations.
- Supervised HR administration and timekeeping, reviewing attendance data and payroll inputs to secure accurate and timely salary processing.

***HR Supervisor – In Shape for Medical Services 2016 – 2019 Cairo, Egypt***

- Supervised day-to-day HR operations and served as the main contact point for employees and managers on HR-related matters.
- Prepared and updated job descriptions and job requirements to ensure alignment with business needs and recruitment activities.

- Managed sourcing and initial screening to support the manpower plan, coordinating interviews and following up with candidates until hiring.
- Issued job offers and handled onboarding paperwork and orientation, ensuring a smooth start for new employees.
- Maintained accurate HR and personnel records (new hires, terminations, leaves) in line with company policies and local regulations.
- Supported salary structure reviews and provided input on internal equity and basic benchmarking.
- Managed social insurance procedures and ensured that all employee files (hard and soft copies) were complete and up to date.

### **Senior Recruitment Specialist – Merge for Recruitment Sep 2012 – 2016– Cairo, Egypt**

- Managed the end-to-end recruitment process for multiple clients and business units, often handling difficult and specialized vacancies.
- Conducted interviews, assessments, and offer negotiations, ensuring a professional candidate experience and successful hiring outcomes.
- Used diverse sourcing channels and networks to identify, attract, and secure hard-to-find candidates within agreed timeframes.
- Supported the update of job descriptions and competency profiles for client business units to better support recruitment and performance management.
- Prepared monthly and annual recruitment reports, including hiring, resignation, and “Hiring vs. Resignations” status per client.
- Conducted exit interviews and provided insights to clients on turnover patterns and improvement opportunities.
- Participated in orientation programs for new employees to support their integration into client organizations.

### **HR Generalist – Assets for Development 2008 – Sep 2012 – Cairo, Egypt**

- Assisted in talent acquisition activities from screening and interviewing to follow-up and onboarding.
- Coordinated training and development initiatives and helped organize internal and external programs.
- Contributed to the development and implementation of HR policies and procedures, supporting the standardization of HR practices.
- Supported employees with queries related to leaves, compensation, and HR policies, contributing to a positive working environment.
- Helped gather and analyze basic HR metrics such as time-to-hire and turnover to support management decisions.
- Maintained accurate personnel files and supported compliance with labor regulations and company requirements.

### **Part-Time HR Consultant – Multiple Companies (Project-Based)**

Al-Amar for Construction; OPAY Microfinance Financial Services; Dahab for Contracting & Supplies; OUTSOURCY for HR Solutions and Go Express Tours

- Provided part-time HR leadership to several organizations with different sizes and business models, setting up or enhancing HR structures and policies.
- Supported start-ups and growing companies in building HR foundations from scratch (job structures, policies, basic HR systems, and processes).
- Advised business owners and managers on recruitment, performance management, and employee relations to support stable growth and organizational change.

### **Freelance HR Trainer & Life Coach**

- Delivered HR and soft skills training at multiple academies, covering topics such as HR fundamentals, recruitment, interviewing skills, and people management.
- Conducted Train-the-Trainer (TOT) programs, focusing on training design, facilitation skills, and participant engagement techniques.
- Provided life coaching sessions to individuals, supporting them in career decisions, goal setting, and personal development.

### **Education**

B.A. in Psychology – Ain Shams University – Cairo, Egypt

Graduation Year: 2007 Project Grade: Excellent – Overall Grade: Very Good

### **Certifications & Training**

- MBA – In Progress                      - SPHRI – In Progress
- AI Certified                                - HR Diploma from (Ain Shams University- AAST )
- TOT Certified                              - HRIS: SAP, Odoo, Menaitech, Paynas, Dymamec

### **Languages**

- Arabic: Mother Tongue
- English: Very Good (Speaking, Writing, Understanding)

### **Personal Details**

- Date of Birth: 20 July 1986    - Gender: Female    - Marital Status: Single