



Osama Abdel Razek Abdel Rahman

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Summary

- **Mr. Osama** is an experienced Director of Human Resources with 18 years of experience with a demonstrated history of working in the Multinational & Big national organizations in Egypt & Gulf. I have reached the level of Director & part from Executive committee team. with good experience and Knowledge in most aspects of Business Management, Development, Controlling and the improvement of business performance overall. This was achieved by having direct experience with different business industries including (**FMCG, Plastic Packaging & containers, Telecommunications services, and Consulting**). He excels at communication and collaboration in diverse settings. He is a fluent speaker of Arabic and very good in English.

Education

- Master of Business Administration “**MBA**” in **Strategic Management, RB College, UK.**
- BA, in Commerce, Assiut University 2005.

Certificates

- Organization restructuring consultant certification, **SHRM.**
- Certified KPI Professional, **The KPI Institute.**
- Jet Certified Professional (Job Evaluation Tools), **Job Master.**

Training

- **Business Process Improvement certificate**, MADA Consultancy.
- **HR Certificate**, AUC.
- **Job Evaluation**, American Chamber of Commerce in Egypt.

Key Skills

- Recruitment in **local & Gulf markets.**
- HR Planning & Budgeting.
- Performance Management Systems.
- HR Processes (Policies, Procedures and Employee Handbook).
- Compensation, Benefits & Employees Relations.
- Employee Performance Management.
- Adaptability.
- Conflict Resolution.
- Employees Engagement.
- HR Experience in Egypt & Gulf Area.
- HR ERP projects (**Hits, Oracle, AX Dynamics, KAYAN & SAP**).

Selected Accomplishments

Mediterraneo Trading:

- Led the overall group restructuring enabling division heads to have a large span of control and become fully accountable in their divisions.
- Implement
- Successfully launched HR ERP System (**SAP & KAYAN**) while instilling an MBO methodology linking corporate and individual performance.
- Implemented the **KPI's** model to all departments in collaboration with department heads.
- Full digitalization for HR Processes.
- Created In-house development to cater for training needs using internal trainers, reducing training costs by 30% annually.
- Initiated & created an executive management committee.
- Corrected all governmental labor relations issues to be aligned with the local labor law.
- Developed initiatives affected positively to decrease the turnover for blue collar staff from 80% to less than 5% during the employment period.
- Transformed the incentive scheme of Commercial & operations experience ensuring fairness and quantifiable kpi's.
- Developed & Implemented Compensation scheme, Salary Structure & Job grading.
- Formulated, applied & unified the HR Policies in all Sites.

ALPLA Group:

- Participating in Joint venture project including transformation from local family business owned culture to an Austrian multinational standard and was leading the HR Transformation part by implementing the corporate policies & processes, organization structure & corporate culture.
- Successfully launched "**Microsoft AX Dynamics**" Goals & Performance management, while instilling an MBO methodology linking corporate and individual performance.
- Participated, passed & excelled in several Audits (**BRC, Intertek "Social Responsibility"-ISO 9001:2008**).
- Developed & Implemented Flexible HR Processes.
- Decrease employees' turnover by 10% in the 2nd year at ALPLA Group.

MADA Consulting:

- Conduct & Implement 5 Salary Surveys and build salary structure upon.
- Increased the Recruitment services gross profit % from -15% to 40% at MADA Consulting.
- Mystery shopper for 2 years for hotels to measure the level of hotel management & services.
- Developed Business process improvement in different industries (**engineering consulting, mining, real estate, FMCG**).

Experience

Group HR Director at Mediterraneo Trading (Sep 2018 – Present).

- **Industry: FMCG/Food Production for Agri commodities (Trading business, Wholesale & Retail).**
- **Workforce: 1000 Full-time employees. & 300 External labors.**
- **Scope: Egypt, Bahrain & UAE.**
- **Sites: 8 sites in Egypt & 2 sites in GCC.**

Role:

- Establishment of Human Resources Department in alignment with business expansion & transformation plan from family-owned culture to corporation environment.
- Transform the human resources function to become a more strategic partner supporting the business.

Duties:

- Drive employee engagement, talent acquisition, and talent retention through strategic initiatives.
- Develop and manage Human Resources Strategy, including annual plans and budgets.
- Fully responsibility on managerial level recruitment in Egypt & Al Bahrain.
- A day-to-day responsibility for planning, implementing, managing, and controlling all human capital related activities of the company.
- Teaming up with division heads to fast-track top performers while exiting low performers ensuring better service delivery.
- Provide a business partner with an approach to HR across each of the locations.
- Work together with the Top Management and Head of departments to deliver the people strategy and to ensure top-down implementation and reinforcement of HR best practice.
- Provide a coaching and developmental approach ensuring managers can lead their teams and have individual responsibility for people management.
- Provide expert guidance and support on HR people issues including the handling of poor performance, disciplinary and grievances.
- Manage the payroll requirements by ensuring the correct processing of payments in accordance with legislation and business policies.
- Management team development, Performance management, Reporting & compliance, Sourcing & recruitment, Organizational development, Compensation & benefits, Employee/industrial relations.

Country HR Manager at ALPLA Group (Oct 2016 – Sep 2018).

- **Industry: FMCG/Plastic Packaging & Containers (Bottles & caps).**
- **Workforce: 700 Full-time employees. & 100 External labors.**
- **Scope: Egypt.**
- **Sites: 3 sites in Egypt**

Role:

- Establishment of Human Resources Department & alignment of local plans & processes
- Strategic HR Business Partner for Management Team, project, tied to larger holding company.

Duties:

- Manage building the company's organization structure and Manpower planning.
- Managing Performance Management for all staff for different layers.
- Formulating HR policies, procedures, and processes.
- Managing all the governmental relations related to HR.
- Responsible for the Monthly, Quarterly & Annual HR Reporting to the top management & corporate HR.

- Maintains a pay plan by conducting periodic pay surveys, scheduling, and conducting job evaluations; preparing pay budgets; monitoring and scheduling individual pay actions; recommending, planning, and implementing pay structure revisions.
- Manage Employee Engagement plan to upgrade the Working Environment to increase engagement.

HR & Quality Supervisor at MADA for Consultancy & Outsourcing (Egypt & KSA) (Jan.2014 – Oct.2016).

Senior HR & Quality Specialist at MADA for Consultancy & Outsourcing (Nov.2012 – Dec.2013).

- **Industry: Management consultancy, Outsourcing & Training.**
- **Clients' portfolio: (Oil & Gas, Construction, Real estate, Engineering Consulting, Building Materials, FMCG, Automotive, Fashion Retail, Agriculture & Advertising).**
- **Scope: Egypt & KSA.**
 - Provide a comprehensive range of HR services to businesses.
 - Develop business Process manual, improvement.
 - HR Audit, Assessment, employees' satisfaction survey, Salary Survey.
 - Participate in Business plans preparations and initiatives.

Regional HR Business partner at Mobiserveholding (Jan.2009 – Nov.2012)

HR Specialist at Mobiserveholding (Jan.2007 – Dec.2008)

HR Coordinator at Mobiserveholding (Jan.2006 – Dec.2006)

- **Industry: Telecommunications services.**
- **Workforce: 1500 Full-time employees.**
- **Scope: (Egypt) & (Algeria-Tunisia-Morocco-KSA) for Payroll processing.**
 - HR business partner for full HR operations scope including *(Blue Collars Hiring & Training, Payroll, Personnel & Benefits)*.

Instructor at El-Manara Academy for training (2003 –2012)

Personal Data

- Date of Birth: September 8th, 1983
- Marital Status: Married.
- Military service: Exempted.
- Nationality: Egyptian.