

Mahmoud Mohamed Emad EL-Deen

HR • Payroll • Personnel • Employee Relation

Egypt – Giza - October – Fardoos City

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PROFESSIONAL SUMMARY

Talented and self-motivated professional with over 12 years of extensive experience in Personnel Management, Payroll Management, and Employee Relations. Excellent communication skills, superior leadership abilities, and a record of success in all previous positions. Strong organizational skills and a proven ability to effectively handle multiple tasks simultaneously. Creative problem solver with a track record of negotiating win-win solutions. Flexible, positive, and responsive to change.

Education & Courses Summary

- HR Track - 8 Gate Center – 2 month Duration - 2015
- HR Diploma – Bright Minds Center – 3 month – 2013
- Bachelor degree in Computer – Advanced Academy – 2003

CAREER PROGRESSION

HR Section Head | Marbella Food industry | Sep 2025 – Present

- Supervise all HR and administrative operations, including recruitment, personnel affairs, payroll, and training & development
- Develop and implement HR policies, procedures, and strategic plans aligned with company objectives.
- Manage employee transfers, promotions, and movements while ensuring compliance with labor laws and company policies.
- Oversaw general services and staff accommodation to enhance workplace efficiency and employee satisfaction.
- Prepared periodic HR reports and analyzed performance indicators to support management decisions.
- Ensured full compliance with local labor regulations and social insurance requirements.

Personnel Consultation and Governmental Affairs Section Head | Topbusiness | Dec 2024 – Aug 2025

- Leading governmental relations and personnel consultation functions.
- Handling all official documentation and labor-related affairs.
- Coordinating with ministries and social insurance offices for employee legal matters.

Personnel & Payroll Manager | Etisal International & IDS Solutions | 2021 – Nov 2024

- Supervision for all Personnel and Payroll functions including contracts, social and medical insurance, attendance, and labor law.
- Reviewing monthly salaries for over 1500 employees across different accounts.
- Handling tax, attendance, vacation, medical approvals, and salary transfers to banks.
- Sending payroll reports to finance and management.

Payroll Section Head | Etisal International | 2019 – 2021

- Responsible for monthly payroll processing for 2000 employees.
- Reviewing attendance, tax, medical insurance, and managing bank reports.
- Handling benefits and medical insurance contracts.

Compensation & Benefits Senior Supervisor | Etisal International | 2017 – 2019

- Managing team responsible for compensation and benefits deals including payroll, insurance, and corporate agreements.

Employee Relation & Personnel Supervisor | Etisal International | 2014 – 2017

- Leading employee relations team and overseeing performance KPIs, HR letters, salary scales, and complaints resolution.

Personnel Senior Specialist | Etisal International | 2012 – 2013

- Handling contracts, investigations, payroll, hiring documents for over 2000 employees.

Personnel Specialist | Etisal International | 2010 – 2012

- Managing social and medical insurance, access cards, hiring and resignation processes.

Team Leader | Etisalat - Etisal | 2009 – 2010

- Leading a team of 20+ agents, performance monitoring, and complaint resolution.

Customer Service Agent | Etisalat - Etisal | 2008 – 2010

- Handling customer inquiries and problem resolution for Etisalat services.

Customer Service Agent | Vodafone - Wasla | 2007 – 2008

- Resolving Vodafone customer inquiries and support tickets.

IT Technical & Data Entry | Amigo Resorts | 2005 – 2007

- Data entry and resolving technical issues across departments.