



Mohamed Mostafa Mahmoud

10. Abdel Hamid Abdel Wahab, Nasr City, Cairo, Egypt

Career Summary

Seeking a position in the field of management in a dynamic organization where I can enhance my career and be an effective member of the organization and provide quality administrative support to top management to increase operational efficiency.

Work Experience

Associate Engagement Manager Mar 2019 till now Enjaz Enterprise for Consultancy & Enterprise Management.

- Develop and update job descriptions and job specifications
- Perform job and task analysis to document job requirements and objectives
- Conduct interviews using various reliable recruiting and selection tools/methods to filter candidates within the schedule
- Assess applicants' relevant knowledge, skills, experience, and aptitudes
- Onboard new employees to become fully integrated
- Monitor and apply HR recruiting best practices
- Act as a point of contact and build influential candidate relationships during the selection process
- Respond to internal and external HR-related inquiries or requests and provide assistance
- Maintain records of personnel-related data (payroll, personal information, leaves, turnover rates, etc.) in both paper and the database and ensure all employment requirements are met.
- Manage workflow to ensure all payroll transactions are processed accurately and timely.
- Support the recruitment/hiring process by sourcing candidates, performing background checks, assisting in shortlisting, issuing employment contracts, etc.
- Inform job applicants of details such as duties and responsibilities, compensation, benefits, schedules, working conditions, or promotion opportunities.
- Perform orientations, onboarding, and update records with new hires
- Produce and submit reports on general HR activity
- Evaluate applicants by discussing job requirements and applicant qualifications with managers; and interviewing applicants on a consistent set of qualifications.
- Interpret and explain human resources policies, procedures, laws, standards, or regulations.
- Participate in the performance evaluation process, employee development, enhancement
- Very Good study & knowledge of local Labor and Social Security Laws. Disciplines.
- Maintain candidate and hire quality by leading productive and innovative sourcing, effective screening, interview and pre-hire processes, and relationships with

networking resources, universities, and internal referral resources (employees and partners).

- Determine selection criteria.
- Source potential candidates through online channels (e.g. social platforms and professional networks).
- Plan interview and selection procedures, including screening calls, assessments, and in-person interviews.
- Assess candidate information, including resumes and contact details, using our Applicant Tracking System.
- Foster long-term relationships with past applicants and potential candidates
- Responsible for the whole CRM Dept. (Monitoring - Controlling - Acquiring - Marketing techniques- Enhancing - Retaining Customers - CRM Strategies and Techniques).
- Implement Solutions to Improve Customer Satisfaction Rate
- Managing Existing and new Customer Relationships
- Handling Collections & Receivables from Customers
- Responsible for Request Letters, Cancellation Letter.... etc.
- Managing day-to-day office operations.
- Handling office procurement.
- Manage and update inventory data.
- Creating a filing system for all the documents.
- Create purchasing orders.
- Handling the medical insurance of the company.
- Manage, lead, motivate, and assess a team of employees, communicate company goals, safety practices, deadlines, concerns, strategies, and policies among management and team members and act as a business partner.
- Work alongside the other managerial positions within the organization to achieve the ultimate outcomes of the business objectives and strategies.
- Participate in setting employee performance evaluation standards in coordination with department managers.
- Preparing and following up performance measurement standards for Performance Appraisal.
- Determine the company's human resource needs and make an annual plan for it.
- Evaluating annual training and development programs & determining the return on investment from training.
- Ensure that employees adhere to work systems, procedures, and policies, provide all necessary forms, and documents, and ensure that they are preserved, used, and circulated properly.
- Ensure that the company follows the applicable labor laws.
- Follow up on new customers' requirements.
- Attending meetings with new clients, if any.
- Preparing the technical and financial offer according to the client's requirements.
- Preparing contracts with customers according to the type of service provided within the customer's file on Drive.
- Follow up with the client until the completion of signing the contract and the start of the operation.

Senior Personnel Specialist Apr 2018 -Feb 2019 at Gharib Oil Services

- Follow the HR database and regularly update the personnel information.
- Follow and maintain social & medical insurance actions.
- Review the monthly payroll calculation and ensure that all employee transactions have been accurately reflected in calculation.
- Reviewing the employees' Monthly Attendance, Deducting the absenteeism, late, and penalties from their salaries.
- Represent the Company for all labor and social insurance issues.
- Responsible for all required forms for social insurance (Forms 1, 6 and 2).
- Handling the enrolment of the new hires in the company social insurance file and handling the pending issues related to the social insurance.

HR Outsourcing Supervisor Jan 2014 -Mar 2018 Enjaz Enterprise for Consultancy & Enterprise Management.

- Responsible for HR matters related to blue collar workers (recruitment & selection, social & medical insurance, attendance ...)
- Supervise the labour movement and workers issues at the worksites in collaboration with the site managers.
- Act as payroll officer for site workers.
- Reporting onsite labor movement.
- Act as HR support system for workers in cases of grievance or incidents.
- Attend site meetings related to labor issues.
- Administrator for the company's page dedicated to blue collars.

Sales and Customer Service Jun 2013 -Dec 2013 Raneen for home and electrical appliances.

- Direct Selling of electronics and appliances
- Supervising salespeople and reporting on their performance.
- Responsible for customer service and customer satisfaction of the products.
- Responsible for warehouse and showroom management.

Lawyer Nov 2011 -May 2013 at Ahmed Ghareeb Law Office

- Filing lawsuits related to civil law
- Attending civil lawsuits
- Preparing documents for civil lawsuits

Personal Details

Date and Place of Birth: 17/08/1987 -Doha, Qatar

Family Status: Married, 1 child

Nationality: Egyptian

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Education

2011 BA in Law, Cairo University, Cairo, Egypt

Skills & Abilities

- Planning & Time Management Problem Solving & Initiative.
- Action Planning & Decision-Making Communication.
- HubSpot CRM.
- Zoho recruit.
- Creativity Adaptation & Self Development
- Google platform (google forms, google docs, google drive, google sheets...etc.)
- Efficiency Teamwork.
- Language: Arabic (mother tongue), English (good)
- Windows & MS Office Applications