

Liza Mamdouh Mikhael | PHRi® Certification

HR Manager| HR Business Partner| HR& Admin Manager| People & Culture Manager

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Personal Details

- Date of Birth: 1 September 1990
- Marital Status: Married

Professional Summary

A PHRi certified Human Resources Manager with over 14 years of progressive experience leading HR operations, organizational development, and people strategy within professional services environments. Proven expertise in building HR functions from the ground up, implementing HR systems, developing policies, and aligning workforce strategy with business objectives. Strong background in employee relations, performance management, and operational leadership.

Core Competencies

- HR Strategy & Operations
- Talent Acquisition & Workforce Planning
- Performance Management Systems
- Employee Engagement & Retention
- Compensation & Benefits Administration
- HR Policies & Compliance
- Organizational Development
- Training & Development
- HRIS Implementation
- Conflict Resolution & Employee Relations
- Strategic HR Planning
- People Analytics
- AI for HR

Professional Experience

Soliman, Hashish, and Partners Law Firm – Legal Services (Professional Services) Sector |
Human Resources & Office Manager (Sep. 2023 – Present)

Lead the full spectrum of Human Resources and office operations, overseeing strategic HR initiatives, workforce planning, employee engagement, compliance, and organizational development to support firm growth and operational excellence.

Key Responsibilities:

- Established and structured the firm's HR function, developing policies, procedures, and governance framework aligned with Egyptian labor law and international best practices.
- Implemented the organization's first comprehensive HR Management System (HRIS), improving efficiency, documentation accuracy, and reporting capabilities.

- Designed and executed end-to-end recruitment and onboarding processes, enhancing hiring quality and reducing time-to-fill positions.
- Developed and implemented KPI-based performance management system, introducing quarterly performance reviews and structured feedback culture.
- Built individualized training and development plans, including launching a firm-wide English language development program with measurable performance tracking.
- Led employee engagement initiatives and improved medical insurance and wellness benefits to enhance retention and satisfaction.
- Managed employee relations matters, including disciplinary investigations, compliance monitoring, and structured conflict resolution processes.
- Conducted certified workplace health & safety training to ensure regulatory compliance and risk mitigation.
- Reviewed, modernized, and standardized internal documentation, templates, and HR records to enhance operational consistency.
- Acted as strategic advisor to leadership on workforce planning, talent development, and organizational restructuring.
- Represented the firm at the American Chamber of Commerce in Egypt to strengthen HR practices and professional networking.
- Oversaw administrative and office operations to ensure smooth day-to-day business functionality and cost-effective vendor management.

Professional Achievements:

- Built HR infrastructure from the ground up, transforming HR from an administrative function into a structured strategic department.
- Increased operational efficiency through HRIS implementation and policy standardization.
- Strengthened performance accountability culture through KPI implementation and structured evaluation system.
- Enhanced employee development and engagement through targeted training initiatives and benefits optimization.

ADSERO – Ragy Soliman & Partners Law Firm - Legal Services (Professional Services) Sector |Human Resources Manager (Sept. 2020 – Aug. 2023)

Professional Achievements:

- Played a key role in the establishment of the firm (June 2019) by building teams and operational functions from the ground up.
- Co-developed firm policies and employee handbooks in collaboration with the Council of Partners.
- Led end-to-end office setup, including layout design, procurement of equipment and supplies, hiring, training, and implementation of office procedures.
- Developed job descriptions for support functions and contributed to the creation of the organizational structure and reporting lines.
- Initiated and organized the firm's first internal event and established a reliable network of suppliers and service providers.
- Negotiated and secured corporate agreements with major service providers, including telecommunications companies (Vodafone, Orange, WE), the British Council, medical insurance providers, travel agencies, and professional indemnity insurers.

- Managed employer branding and university relations by registering the firm with German University in Cairo (SCAD Office) and The American University in Cairo career portal.
- Standardized company branding by developing templates and formalizing onboarding and offboarding processes.
- Designed and implemented the firm's training and development strategy, completed full office fit outs (including expansion to two additional floors), and successfully introduced the first HR system within the organization.

ADSERO – Ragy Soliman & Partners Law Firm - Legal Services (Professional Services) Sector | Executive Administrative Assistant (Oct. 2019 – Aug. 2020)
Professional Achievement: Promoted to Human Resources and Administration Manager.

Sharkawy & Sarhan Law Firm – Legal Services (Professional Services) Sector | Senior Administrative Assistant & Operations Coordinator (Apr. 2016 – Aug. 2019)

Beshay Steel – Steel Manufacturing & Heavy Industry (Construction Materials) Sector | HR Administrative Assistant (Jan. 2016 – Apr. 2016)

Xerox Corporation - IT services, business solutions, and printing technology Sector | Administrative Assistant and Receptionist (Dec. 2014 – Dec. 2015)

L.M.G. Company- Export and Import Sector | Office Manager (Sep. 2013 – Sep. 2014)

Orange Egypt – Telecommunications & Digital Services Sector | Customer Service Representative (Oct. 2011 – July 2013)

Certifications & Courses

- **PHRi Certification – HRCI** : March 2026 – September 2029
- **Strategic Human Resources – SHRM- LinkedIn Learning**: November 2025
- **Data-Driven HR: AI-Powered People Analytics for Workforce Planning and Employee Experience - SHRM- LinkedIn Learning**: April 2026
- **SAP SuccessFactors Platform Introduction**: April 2026
- **Upper-Intermediate Certificate in General English Program – British Council**: June 2022

Education

Faculty of Languages – German Language, Ain Shams University: July 2011
PHRi Exam Preparation Course – Eslsca University: December 2025

Technical & Soft Skills

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| • Microsoft Office | • HRIS Systems | • Communication & Interpersonal Skills |
| • Strategic Planning | • Conflict Resolution | |

Languages

Arabic – Native Language | English – Excellent command of both written and spoken
German - Good