

Hussein Karem Mahmoud
HR Manager (Business Partner)
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Experienced HR Manager with over 10 years of progressive experience across all Human Resources functions, including Recruitment, Personnel, Payroll, HR Operations, Performance Management, and Labor Law compliance.

I have a strong track record working within Call Center, IT, Security Services, Tourism, and Engineering companies, which has given me the ability to adapt HR strategies to different business models and operational environments.

Highly skilled in mass hiring and workforce planning, particularly in high-turnover and operationally intensive sectors. Proven ability to build HR departments from scratch, develop HR policies and procedures, structure employee files, manage government relations, and ensure full compliance with labor and social insurance regulations.

Known for being hands-on, detail-oriented, and people-focused, with strong leadership and communication skills. I effectively partner with management to support business goals, improve employee engagement, and maintain a productive and compliant work environment.

Areas of expertise:

1. Organizational development
2. Process Optimization
3. Employee Engagement
4. Talent Management
5. Data-Driven Decision Making
6. Strategic Alignment
7. Compliance and Risk Management
8. Technology Integration
9. Cross-Functional Collaboration

Experience Summary:

HR Manager (Business Partner)
Sun Pyramids Tours

Jul 2023 – Till now

1. Established and built the HR function from scratch, including team structure, policies, procedures, and HR systems, aligning HR operations with business objectives.
2. Recruited and on boarded over 1,200+ employees across multiple departments (Operations, Administration, Finance & Accounting, Information Technology (IT), Sales, Marketing, Quality Assurance, and HR), covering both white-collar and blue-collar roles.
3. Led mass hiring campaigns, successfully closing high-volume recruitment within tight timelines while maintaining quality and compliance standards.
4. Built and managed HR teams of 8–15 members, providing coaching, performance management, and continuous development.
5. Implemented employee personnel systems, ensuring 100% compliant employee files, contracts, and social insurance documentation.
6. Managed payroll operations for 500+ employees, ensuring accuracy, timeliness, and compliance with labor and tax regulations.
7. Developed and enforced HR policies, employee handbooks, and disciplinary procedures, reducing employee disputes and turnover rates.
8. Acted as the main point of contact for labor office inspections and governmental entities, achieving zero major compliance violations.
9. Improved employee retention by optimizing onboarding and engagement processes, resulting in a measurable reduction in early attrition.
10. Supported senior management with HR analytics and reports, enabling data-driven decision-making

Human Resources Manager
Huawei

May. 2020 – July. 2023

1. Developed and scaled the HR function to support Huawei's operations in multiple regions, aligning HR strategy with global business objectives and innovation-driven culture.
2. Led strategic talent acquisition initiatives, recruiting and onboarding top technical and managerial talent across ICT, IT, and smart devices domains.
3. Designed and implemented global HR frameworks and policies, ensuring compliance, employee engagement, and alignment with corporate governance and international labor standards.
4. Partnered with senior leadership to drive organizational growth and transformation, supporting over 500 employees.
5. Established and enhanced performance management, learning & development, and succession planning programs to foster innovation and leadership capability.
6. Acted as a strategic HR advisor in supporting global projects, cross-border mobility, and digital transformation initiatives, ensuring workforce readiness and adaptability

HR Business Partner
Raya CX

Jan. 2014 – April. 2020

1. Acted as a strategic HR partner to senior leadership, aligning workforce planning and HR initiatives with RAYA CX's BPO operations and client delivery objectives.
2. Led organizational development (OD) initiatives, including performance management frameworks, talent development, succession planning, and change management programs.
3. Drove strategic talent acquisition and workforce planning, building high-performing teams to serve Fortune 1000 clients across multiple regions.
4. Designed and implemented HR policies, OD strategies, and employee engagement programs to optimize productivity, retention, and organizational culture.
5. Supported continuous improvement and operational scaling, leveraging HR and OD insights to enhance efficiency, innovation, and business outcomes

Account Advisor
Raya Contact Center

July. 2013 – Jan. 2014

- 1- Handle customer inquiries and provide accurate, valid, and complete information by using the right methods/tools concerning customer satisfaction and FCR
- 2- Adhere to work schedule and accommodate business requests (including flexible locations & working hours).
- 3- Accept responsibility for meeting communicated targets: sales, order taking, appointment settings, etc. And track the daily indicators concerning maintaining the service quality.

Various Companies | Call Center & Sales
2008 – 2013

- Gained solid experience in **customer service, call center operations, and sales** across multiple companies.
- Developed skills in **team collaboration, client communication, and target achievement**.
- Contributed to **process improvements and customer satisfaction initiatives** in fast-paced environments

HR Department Setup Consultant (Freelance)

Vision Security Services – Security Services Industry

- Established full HR department structure supporting multi-site security operations.
- Designed manpower planning and shift-based workforce structure.
- Developed HR policies & procedures manual aligned with labor law and field operations.
- Built recruitment framework for bulk hiring and site deployment.
- Created grading and salary structure for operational and administrative roles.
- Designed performance management system for site-based employees.
- Structured attendance, leave, and payroll coordination system.
- Implemented employee relations and disciplinary framework for high-turnover environment.

Measuring & Control (MAC) – Industrial Instrumentation & Manufacturing

- Built HR department structure supporting manufacturing and engineering functions.
- Designed organizational structure covering production, calibration, engineering, and commercial teams.
- Developed technical job descriptions aligned with industrial operations.
- Created competency framework for engineering and technical roles.
- Designed grading system and compensation structure for specialized workforce.
- Implemented performance management system linked to operational KPIs.
- Established recruitment workflow targeting technical and niche profiles.
- Structured training matrix aligned with manufacturing and compliance standards.
- Developed HR reporting dashboards to support executive decision-making.

Elite Group – IT Investment & Digital Transformation Holding

- Established centralized HR structure serving multiple IT subsidiaries.
- Designed workforce planning model aligned with digital growth strategy.
- Built HR governance framework across portfolio companies.
- Developed grading and salary benchmarking structure for IT market.
- Created performance management system aligned with business KPIs.
- Structured talent acquisition strategy targeting tech and digital roles.
- Implemented onboarding and employee engagement framework.
- Designed HR policies supporting scalability and organizational expansion.

Education:

Helwan University, Faculty of Commerce, Foreign Trade

2003 – 2007

Courses:

- HR Professional Certificate at HCC - Human Capital Community (100 Hours), Sep - Jan 2020
 - Intro to HR Strategic management
 - Recruitment and Selection
 - Performance Management
 - Learning and Development
 - Compensation and Benefits
 - Introduction to Labor Law
 - HR Project: Applying HR functions to a company