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OBJECTIVE

Having a challenging position in a reputable organization to expand my learnings, knowledge & skills.

EDUCATION

- Cairo University – Faculty of Veterinary Medicine - From Sept 2001- to Jan 2007
- Professional HR Diploma -American University in Cairo - From May 2015 to May 2016
- Mastering Global HR Management (Strategies & Practices) – Udemy- 2024
- Train The Trainer Foundation – Adult Education Mastery Course – Udemy- 2024
- Coaching In Work Place - Udemy- 2025
- Change Management - Udemy-2025
- Organization Behavior- Udemy— 2025
- Strategic Planning & Thinking - Udemy – 2025

WORK EXPERIENCE

Onsite HR Manager at EGPI (Egyptian Group for Pharmaceutical Industries) Manufacturing Facility- Responsible for 500 employees including white collar & blue collar employees

From June 2025 up to date with the following responsibilities:

1-Strategic HR Partnership

- Partner with designated business leaders to understand strategic goals and translate them into effective HR initiatives.
- Organization design & structure (Job evaluation, job description & Job grading system with relevant com & ben).
- Workforce planning for current operations and future growth.
- Assure motivating & transparent culture.
- Working on increasing employees' loyalty & engagement through different flexible programs.

2-Performance Management

- Develop annual SMART goals with heads of departments.
- Develop performance appraisal and relevant KPIs in cooperation with heads of departments.
- Develop balance score card translating the business opportunities & needs into goals & plans.
- Provide coaching and feedback to employees and managers regarding implementation of performance appraisal process.
- Counselling & coaching for performance & behavior related matters.
- Embedding a performance and accountability culture across all levels.
- Develop plans to raise the performance bar & redirect low performers.

3-Talent Management

- Develop succession plan, promotions and leadership development.
- Develop career ladder with relevant criteria for each level.

4- Employer Branding & Talent Acquisition

- Manage the full recruitment cycle: job posts, screening, interviewing, hiring, and onboarding.
- Ensure job descriptions are accurate and compliant with regulations.
- Develop and monitor annual manpower planning & related budgeting.
- Employer branding through different channels internally & externally.

5-Learning & Development

- Assess training needs and implement development programs.
- Support career growth and succession planning.

6-Compensation & Benefits

- Design and maintain competitive compensation strategies.
- Develop benefits programs and salary grading system.
- Create pay for performance culture based on performance level.
- Create rewards program with scheme for different levels based on performance evaluation.

7- Compliance & Policy

- Update organization policies & code of conduct.
- Ensure adherence to labor laws and internal policies.
- Maintain HR records and organizational charts.

8- Employee Relations

- Address employee grievances and resolve conflicts.
- Promote a positive work environment and company culture.

HR & Business Communication Lead at Vaccines & Biotechnology City Company

From Feb 2023 to May 2025

Key Accountabilities (not all-inclusive)

Organization development

- Design organizational structure and related manpower planning using job analysis.
- Develop and monitor overall HR strategies and SOPs across the organization.
- Collaborate with departments managers and directors to identify and address organizational development needs and challenges, work closely with them to understand the current state of the organization, and identify areas of improvement with follow up to continuous feedback process.
- Develop TNA and non-training development plan of the business unit not limited to “training, coaching, exposures...etc”, and monitor the ROI to raise staff performance level and company achievement.
- Developing & implementing balance score card for different departments.
- Developing, reviewing, and improving administrative systems, policies, and procedures.
- Develop and execute a learning and development plan that equips individuals with necessary skills.
- Support line managers in creating a culture of employee engagement based upon organization’s values.
- Reinforce a culture of meritocracy, performance-focus, diversity and inclusion.
- Communicate and implement changes to HR policies and procedures.
- Support and facilitate the implementation of business structure reorganization and consolidation to deliver efficiencies.
- Support current and future business needs through the development, engagement, motivation, and preservation of human capital.
- Ensuring working on succession plan in all departments
- Working closely with various departments, increasingly in a consultancy role, assisting managers to understand and implement policies and procedures, engage with key stakeholders to ensure appropriate input and sign-off is obtained on all policy changes.

Performance management

- Oversee and manage a performance appraisal system that drives high performance
- Carry out end-to-end performance management cycle in alignment with the corporate objectives.
- Conduct orientation to the employees for the performance cycle, setting the goals, objectives, and KPIs, and facilitate any needs
- Follow-up with managers to ensure that the performance cycle is running smoothly and avoid any possible delays.
- Manages the performance management, appraisal and calibration rounds throughout the year on agreed timeline plan to ensure fair and effective evaluations for all employees with adherence to bell curve
- Review annual appraisals and ensure that the data is aligned with the corporate performance results.
- Prepare annual reviews on increments, bonuses, and other rewards to ensure a performance-oriented

culture

Compliance

- Ensure legal compliance throughout human resource management.
- Support compliance team in coordinating various projects and assignments as required.
- Participate in compliance meetings as required.
- Ensure compliance with local law and policy throughout the employee lifecycle.
- Focal Point of Contact for internal and external audits.
- Ensures compliance with local labor laws through review of work contracts and status changes.

Compensation & Benefits

- Establish, Controlling, Monitoring salary structure and benefits at all times, developing competitive benefit packages.
- Prepares job descriptions, conducts job evaluation and salary surveys.
- Develops salary budgets, and prepares policies and procedures to ensure the achievement of equitable and competitive employee compensation.
- Handling compensation and benefits activities.
- Creating com & ben grading system to be aligned with job evaluation which conducted with the concerned stakeholders.
- Timely management and processing of monthly payroll and sales incentive on quarter and semester basis for teams.
- professional experience, solid knowledge of payroll system, payroll process, close reports, reconciliation processes, local taxation, banking activities, benefit policies and audit requests.
- Apply the yearly merit increases for all staff aligned with performance appraisal results..
- Implement and annually updates compensation program.
- Conduct annual salary surveys.
- Provide management with regular and financial reporting of employee costs
- Communication with employees & management for awareness regarding updates in social security, tax and labor law and company policies.

Recruitment

- Provide end-to-end support in the recruitment cycle, including drafting attractive vacancy announcements, sourcing candidates, screening of applications, preparing and conducting interviews, communicating, and offering the candidates.
- Conducting in-person and panel interviews.
- Set and negotiate an appropriate package for new hires based on their experience in alignment with organization policy.
- Enriching and maintaining the company's talent pool.

Personnel

- Handle the entire process of Onboarding & Off boarding.
- Ensure new employees are properly inducted into the business and given support to become productive as quickly as possible.
- Plan and conduct new employee orientation to foster positive attitude toward organizational objectives.
- Prepare and coordinate all logistics for the on-boarding of new employees to ensure smooth entry.
- Develop job offers, hiring contracts, enroll in social insurance & induction for new hires, as well as handle promotions and transfers operations.
- Conduct exit interviews to identify reasons of employee leaving and identify opportunities for employee engagement, ensure that all end of service documentation completed.
- Develop and maintain employment records related to events such as hiring, termination, transfers, or promotions.
- Maintain employee's personnel files, database in hard & soft copies and generate monthly reports to ensure a workflow in accordance with the Egyptian labor law.

- Monitor turnover rate and head count cost monthly.

Communication

- Creating communication matrix in alignment with senior managers and different responsible managers.
- Oversee and manage end-to-end contract management process, including contracts' preparation after getting the required approvals with medical / life insurance company (with all related complains & reimbursement process),
- Ensures HR programs are communicated and understood by employees
- Facilitates communication between individuals and departments.
- Communicate & collaborate effectively with diverse teams.
- Work in an entrepreneurial environment that requires constant evolution in its programs to meet the dynamic needs of the business.

Project Management

- Develop action plan for new projects and manage to key deliverables.
- Working autonomously and as part of a team to complete a project.
- Highly agile to manage diverse priorities throughout project phases.

HR Business Partner at Globe International Pharmaceuticals

From Jan 2014 to Jan 2023

Key Accountabilities (not all-inclusive)

- Provide assistance on a range of general HR queries and follow up actions, to ensure consistency and high-quality HR services are delivered to employees and aligned with organization objectives.
- perform a range of HR tasks to support accurate implementation of policies and procedures and strategy-oriented HR services.

General Human Resources Support

- support in the execution of HR operations, analyze and respond to various internal and external queries, to ensure that employees are well-informed and that HR team activities are aligned with broader objectives.
- Execute against agreed workforce plan for the agreed area of accountabilities.
- On-board and assimilate colleagues joining.
- Support communication & implementation of all rewards and incentives programs.
- Maintaining the integrity of local Workforce data within the systems to ensure accurate reporting.
- Align and implement local restructuring/re-organization plans in collaboration with management.

OD & Performance

- Support in the assessment of the grading and salary structure against the job market to ensure the right functions and roles are occupied by the right candidates and ready to support the business needs
- Conducts job evaluation with the concerned stakeholders in order to identify the content of the job description in terms of accountabilities, responsibilities, qualifications, etc. and ensure the same is in line with the organization structure and needs of the function.
- Participates in the evaluation and review of all the organization's organization structure.
- Review, create, and update Job Descriptions in a timely manner and as per the need of the organization.
- Carry out end-to-end performance management cycle in alignment with the corporate objectives.
- Conduct orientation to the employees for the performance cycle, setting the goals, objectives, and KPIs, and help facilitate any needs
- Follow-up with managers to ensure that the performance cycle is running smoothly and avoid any possible delays.
- Review annual appraisals and ensure that the data is aligned with the corporate performance results.
- Prepare annual reviews on increments, bonuses, and other rewards to ensure a performance-oriented culture

- Ensure that the reward recommendations are aligned with the performance results and reflects upon the compensation philosophy of the organization.
- Provide line management with regular and financial reporting of employee costs
- Ensure annual manpower budgeting exercise is conducted accurately and efficiently

Recruitment and Staffing

- Provide end-to-end support in the recruitment cycle, including drafting attractive vacancy announcements, sourcing candidates, screening of applications, preparing and coordinating interviews, communicating with the candidates, ensure their engagement in all recruitment touch points with the HR team offers' preparation.
- Set and negotiate an appropriate package for new hires based on their experience in alignment with organization policy.

Personnel

- On boarding & off boarding
- Prepare the offer documentation Prepare contract and enroll in social insurance.
- Plan and conduct new employee orientation to foster positive attitude toward organizational objectives.
- Prepare and coordinate all logistics for the on-boarding of new employees to ensure smooth entry.
- Conduct exit interviews to identify reasons for employee
- Preparation of end of service compensation.
- Develop and maintain employment records related to events such as hiring, termination, transfers, or promotions.
- Update and maintain employee's personnel files, database in hard & soft copies and generate monthly reports for the insured employees to ensure a workflow in accordance with the Egyptian labour law.

Payroll, Compensation & Benefits

- Timely management and processing of monthly payroll and sales incentive on quarter and semester basis for teams.
- professional experience, solid knowledge of payroll system, payroll process, close reports, reconciliation processes, local taxation, banking activities, benefit policies and audit requests.
- Processing the non-sales bonus.
- Monthly tracking and reporting of Head counts.
- Apply the yearly merit increases for all staff.
- Implement and annually updates compensation program.
- Conduct annual salary surveys.
- Preparing monthly car loan payments.
- Monitor leave management system and perform necessary changes and updates on regular basis.

Policies & Regulations

- Drafting of policies and procedures as well as ensuring proper implementation.
- Provide current and prospective employees with information about policies, job duties, working conditions, wages, and opportunities for promotion and employee benefits.
- Working closely with various departments, increasingly in a consultancy role, assisting managers to understand and implement policies and procedures, engage with key stakeholders at country level to ensure appropriate input and sign-off is obtained on all policy changes.

HR communications

- Responsible for induction orientation for new employees.
- Oversee and manage end-to-end contract management process, including contracts' preparation after getting the required approvals with medical insurance company (with all related complains & reimbursement process),
- Conduct medical budget cost analysis in alignment with table of benefits
- Audit medical expenses in correspondence to medical payouts.
- Monitor and analyze chronic medication consumption
- consolidate and review end to end medical insurance invoicing process with medical insurance company.
- Oversee and manage end-to-end contract management process, including contracts' preparation after

- getting the required approvals with telecommunication company, banks, etc.
- Drive all communication on HR related processes (eg. Performance mgmt., L&D) changes, updates and announcements and in collaboration with Business Leaders.
- Counsel and intervene in conflicting situations and in collaboration with Company Head and HR Lead.
- Provide guidance and timely response to employees on queries related to their benefits, entitlements and HR-related benefits and entitlements
- monitoring compliance with the Organizations' rules and regulations,
- Prepare required letters for current & resigned employees.
- Supporting managers in case of low performance and/or disciplinary issues and all related legal communication.
- Launching ERP HR system, support new system configuration testing and maintenance as required to support business/policy changes including communicating requirements, testing proposed solutions, ensuring transitions to production.

Office Manager at Globe International Pharmaceuticals

From April 2012 to Dec 2013

- Responsible for all administrative day to day work including management of events, meetings, goods distribution, all office arrangements and salaries transfer.

Senior Medical Representative in FPI pharmaceutical co.

From Aug 2011 to Dec 2011

Medical promotion & sales for company products in assigned hospitals & private clinic & responsible for attending conferences and management of meetings to physicians in different hospitals.

Senior Medical Representative in Abbott pharmaceutical co.

From July 2008 to June 2011

Medical promotion & sales for company products in assigned hospitals & private clinic & responsible for attending conferences and management of meetings to physicians in different hospitals.

Medical Representative at Sigma Pharmaceutical Co.

From Feb 2007 To June 2008

Medical promotion & sales for company products in assigned hospitals & private clinic & responsible for attending conferences and management of meetings to physicians in different hospitals.

Skills & Personal Characteristics:

- Change Management, Team Building & Conflict Management.
- Knowledge of labor law & social insurance law.
- Strategic thinking with high level of integrity and confidentiality.
- Self-motivated, continuous willing and ability to learn, committed and strong communication and negotiation skills.
- Strong problem-solving skills and the ability to navigate complex employee relations issues

- People-focused with an excellent ability to communicate with diverse employees
- Strong understanding of business priorities, Strong ability in listening, empathizing and feedback
- Pro-active mind-set, both process and result oriented
- Ability to plan, organize and follow up on own KPIs and projects.
- Ability to work independently and make decisions with limited direction and under tight deadlines.
- Ability to work on several projects simultaneously.
- Strong personal ethics and influencing skills.
- Strong desire to help others and intellectual curiosity about people and organization issues.
- Strong communication, organizational and analytical skills with immense attention to detail
- Ability to manage conflicts in an open and constructive manner.
- Excellent interpersonal and communication skills, with the ability to build strong relationships at all levels of the organization.
- Demonstrated ability to handle sensitive and confidential information with discretion.
- Ability to manage multiple priorities and projects in a fast-paced environment.

TRAINING

- Consumer Behavior in A.U.C.(July 2008)
- Principles of Marketing course in A.U.C.(July 2008)
- Presentation Skills in August 2009 (Solvay).
- Communication Skills 1 – Feb 2009(Solvay).
- Customer Focus Jan 2011(Abbott).
- Handling Objections Jan 2011(Abbott).
- Basic Selling Skills in (Sigma – 2007 & Abbott - 2011).
- French Language in Institute Francais (2015).

Computer SKILLS

- Microsoft office (Word, Excel & PowerPoint)
- Visio

Languages

- Arabic : Fluent Mother tongue
- English : Professional
- French : Fair