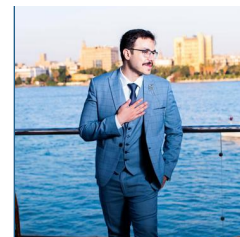


Mahmoud Tawfik Ahmed Haji

Talent Management & Organizational Development Lead

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Summary

- Mahmoud Haji is a **Talent Management & Organizational Development Lead**, the expertise includes creating **Manpower-Plan**, Create and update **organizational Structure**, Developing **Job Profile**, Job analysis "JA", Job description "JD" Formulating Performance Management System "PMS", key performance indicators "KPI's", Key behavioral areas "KBA's" implementing programs Policies, and Procedures "SOP's" to support organizational development; With experience in analyzing data, Lead the end-to-end **Recruitment** process with Value based interview "VBI", Competency based interview "CBI" holds a Pre-Master's degree in International Trade and Investment Law and a Bachelor's degree in Law.
- Strong **TA, OD, L&D** Strong background.

Work experience

Group Organizational Development & Performance Lead 3/2024 - Present

Salman Group - Saudi Arabia - Egypt office

- Designing and implementing performance management systems and processes, and setting performance expectations and goals for individuals, teams, and departments.
- Monitoring and evaluating performance against established metrics, Develop KPIs, providing feedback, coaching, and support to improve performance.
- Identifying and addressing performance gaps through training, development, or other interventions.
- Designing competency models for each position linked with competency matrix and develop overall company behavioral performance through getting JCMs up-to-date.
- Designing and implementing organizational development initiatives, such as restructuring, process improvement, creating and updating job profiles to reflect the actual day-to-day transactions.
- Facilitating change management efforts and guiding employees through conducting awareness sessions for company policies & procedures regularly in addition to save them up to date and reflecting the ground usually.
- Assessing the organization's current state and identifying areas for improvement, Developing and implementing strategies to enhance organizational effectiveness and efficiency.
- Assessing the organization's talent needs and identifying skill gaps, Developing and implementing training and development programs.
- Creating career development frameworks and succession planning strategies, facilitating learning and knowledge-sharing initiatives, Supporting employees in their professional growth and advancement.
- Developing strategies to foster a positive work culture and enhance employee engagement, conducting employee surveys and analyzing feedback to identify areas for improvement.
- Designing and implementing initiatives to promote employee satisfaction, well-being, and work-life balance, enhancing communication channels and promoting transparent and open communication.
- Recognizing and rewarding employee achievements and contributions.
- Consulting and advising leaders on organizational development, performance management, and talent development matters, Leading and facilitating cross-functional teams and working groups to implement initiatives.
- Collecting, analyzing, and interpreting data related to organizational performance, employee engagement, and talent development.
- Generating reports and dashboards to communicate key findings and insights to stakeholders, using data to identify trends, areas of improvement, and opportunities for optimizing organizational effectiveness.
- Providing recommendations based on data analysis to drive decision-making and strategic planning.

GP Talent Management & Organizational Development Lead 11/2022 - 3/2024

Zeina Group for Tissues - HQ Beverly Hills, Sheikh Zayed / HC : 3.2K

- Create Manpower plan and Create and update organizational charts, providing a clear visual representation of the company's structure and hierarchy.
- Develop and update job descriptions and conduct job analysis, ensuring accurate and up-to-date documentation of roles and responsibilities.
- Lead the end-to-end recruitment process for managerial level vacancies, technical positions, and (white-Gray) collars, ensuring a smooth and efficient hiring process.
- Manage employee satisfaction questionnaire, analyzing results and building up engagement plans.
- Formulate key performance indicators (KPIs) based on departmental objectives, fostering a performance-driven culture and improving employee performance.
- Develop Performance Management System.
- Design and implement competency models empowering competency driven planning, selection, performance management and policy making.
- Handle all the Talent acquisition process, explaining the company's induction program, Transferring, Promoting, Terminating and Reducing employment turnover.
- Leading the design, development, and implementation of programs, Policies, Procedures.
- Generated reports on headcount, turnover, time to hire, time to fill, exit interviews, and live recruitment dashboard, providing valuable insights for decision-making.

Personal Data

Nationality: Egyptian

Marital status: Single

Military Service: Final Exemption

Skills

Result Oriented



Time management



analyze data



leadership



Negotiation and persuasion



Competencies

- Hard worker and open-minded.
- High level of self-confidence.
- Excellent communication skills.
- Result Oriented.
- High level of leadership skills.
- Able to resolve problems and issues.
- Good research skills and analytical skills.

language Skills

- Arabic (mother tongue).
- Excellent spoken and written English.

Skills

Part of Achieved Figures & Facts:

Time-to-hire (TTH): SF: 13D, Mgmt: 1M
Performance%: + 21.14% (QT-Bell-Curve-Based)
Probation Period turnover - 87%

Turnover%: - 47% less
Promotions%: + 39.27% (PDP-Based)
Morale%: + 59.13%

GP Sr. Organizational Development & Talent Acquisition Specialist 04/2021 - 11/2022

Marbella for Food Industries - Industrial Zone, 6th Of October / HC : 2.7K

- Support in all the Recruitment process, explaining the company's induction program, transferring, promoting, and terminating, Reducing employment turnover.
- Responsible for all the recruiting cycle for "Managerial levels vacancies and technical positions".
- Leading the design, development, and implementation of programs, policies, and strategies.
- Develop an annual performance evaluation Program.
- Responsible for designing and delivering OD strategies, processes, and interventions.
- Assists in employee training, program design, and other duties related to performance management.
- Assists in employee engagement survey including planning implementation, training.
- Advises on Organization structures design "Org Chart".
- Creates an accurate and specific job Profile for all existing and vacant positions.
- Ensures that all job descriptions are being documented in a proper manner.
- Interviews line managers and jobholders and conducted a job analysis for each position.
- Reviews approved manpower plan, and provide recommendations on the title of the new position.
- Assure to create job descriptions for all new positions created in the manpower plan.
- Maintains and updates all job profiles of ERP.

Part of Achieved Figures & Facts:

Time-to-hire (TTH): SF: 10D, Mgmt: 3W
Performance%: + 17.24% (QT-Bell-Curve-Based)
Probation Period turnover - 81.7%

Turnover%: - 83% less
Promotions%: + 78.57% (PDP-Based)
Morale%: + 44.94% (Happy-Faces)

HRBP - Part Time 11/2020 - 08/2021

New Land Realestate Group - Sheikh Zayed

- Developed comprehensive HR policies, procedures, and forms, ensuring compliance with legal requirements and promoting a positive work environment.
- Successfully implemented an ERP system, Odoo, streamlining HR processes and improving efficiency in employee management and payroll administration.
- Established a partnership with a medical insurance company, Med right, providing comprehensive healthcare coverage to employees and enhancing employee benefits.
- Led the establishment of a new company, West Hub Developments, within the real estate group, overseeing the creation of the company structure and conducting manpower planning.
- Successfully hired and onboarded all employees based on the company structure, to support business growth.
- Managed the opening of a social insurance file for the company in the Social Insurance Authority, ensuring compliance with legal requirements and providing employee benefits.

HR Operation Specialist 06/2019 - 10/2020

Ragab Sons - Retail Group - Giza Branches / HC : 1.2K

- Responsible for the Recruitment process, explaining the company's induction program.
- Facilitated smooth employee transfers, promotions, and terminations, ensuring compliance with labor regulations and company policies.
- Managed end-to-end recruitment process, ensuring the selection of talent and reducing employment turnover by 20%.
- Explaining human resources policies, procedures, laws, and standards to new and existing employees of job duties, responsibilities, benefits, schedules, working conditions, promotion opportunities, etc.
- Organize quarterly and annual employee performance reviews
- Ensure compliance with labor regulations, company policies, and procedures.
- Investigating branch staff and Monitoring the hygiene standards for employees.

HR-Recruitment specialist 09/2018 - 06/2019

Al-Arabi Recruitment abroad Agency - Agouza

- Managed the end-to-end recruiting cycle for AL-Arabi clients across the Middle East,
- Efficiently managing mass hiring on multiple vacancies simultaneously.
- Conducted thorough resume screening and implemented effective search processes to identify top talent, resulting in successful placements that met clients' requirements.
- Demonstrated strong organizational skills and the ability to prioritize tasks effectively, ensuring timely completion of recruitment projects.
- requirements Recruited for various industries including Professors, IT, Telecommunication, Construction, Manufacturing, Pharmaceuticals, FMCGs, Luxury Retail, and Oil & Gasetc.

Lawyer 06/2017 - 08/2018

AL- Wakil law firm - Giza

- Implemented a comprehensive archiving system, both physical and digital, ensuring efficient storage and retrieval of case documents and information.
- Attended court proceedings, diligently documenting arguments and key case information for review by the judge.
- Conducted extensive legal research, staying updated on relevant laws and precedents to support effective case preparation and representation.

Education

Pre Master in International Trade and Investment Law 2018 - 2019

Cairo university

Bachelor Degree of Law 2014 - 2018

Cairo university

Good 74.9%

Courses Workshops & Certificates

- OD Professional at HCC 9/2022 28 hours
- HR General Management at HR Council Greek campus 03/2020 66 hours
- HR Management professional at HCC HRCI material 06/2019 -09/2019 72 hours
- interviews techniques workshop at HCC 28-10-2019
- English course at NOT Courses level 11 and Self-study

Computer Skills

- Excellent Knowledge of Outlook & Microsoft Office (Excel-Word-Power point-Visio-Planner) .
- Professionality of ERP Systems "SAP-Odoo-Navigation" & ATS Program "Zoho", Good user in Lightroom, photoshop.

Job Fundamentals :

- Human Resources Planning & Organization Design (Strategic): Plan on (Ratio%, Trend, Workload Analysis) to determine company's supply and demand; (structure, strategy, style, shared values, systems, staff, and skills); (Mckinsey 7s).
- Talent Management: Create talent pool, employer branding & attracting strategies, recruit talents, select and assess candidates and conduct headhunting activities - candidates' probation period for (White, Grey, Blue) Collars.
- Organization Development: Create company's diagnosis, SWOC analysis, balanced score cards, departments' objectives, individual KPIs & KBAs to track/monitor employees' performance in addition to all department SOPs and processes flowcharts, handbooks, code of Conduct and job profiles, etc., and create a professional and fully quantitative PMS .
- Training & Development: Create a training plan based on physical training needs analysis and work on skills inventory gaps, succession planning and career development, work closely with management and employees to improve work relationships, build morale, and increase productivity and retention.
- Total Reward System: Review monthly incentives/ monthly performance to set top performers and top lagers in order to reward them, work on support key persons to develop themselves and attend personal development programs and usually make a recognitions to his noticeable performance and motivate/coach them usually.
- HR Analytics & Statistics: Create detailed analysis in order to present HR metrics and performance on monthly basis in order to take company's performance and continuous improvement forward.

Skills of Leadership (SOLs):

- Business Acumen (Works with 360 eye)
- Strategic Management (Works with long vision, long impact)
- Planning (Works with weekly individual action plans)
- Organizing (Works with MS Planner)
- Analytical Thinking (Works only with numerical Language)
- Problem Solving (Works with shared brain storming table , fishbone, pareto)
- Decision Making (Works with group based communication)
- Pro-Active (Works usually with consideration Business needs specifically FMCG industry)
- Initiative (Works usually to find/create/solve/propose new to take business forward)
- Innovation & Creativity (Works to reduce process complexity, working smart)
- Analysis & Reporting (Works usually to analyze everything and use power of Data)
- Presentation Skills (Works usually to convert everything to a presentation to be more easier)

references

Available upon request