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OBJECTIVE

A position in Human Resources where I can contribute my expertise in leading, coaching, and supervising while continuing to grow personally and professionally.

EDUCATION

2004-2009 Higher Institute of Social Work - Bachelor's degree in Social Work

TRAINING & DEVELOPMENT

- **Professional Diploma in Human Resource Management** at the **University of Cairo**.
- **Professional Diploma in Human Resource Management** at **Ain Shams University**.
- **Certified Human Resources Diploma (self-study)**.
- **Compensation and Benefits Workshop** at HCC- Center (**20 Hours**).
- **JOB EVALUATION POINT METHOD** workshop at HCC- Center (6 Hours).
- **Performance Management Workshop** at HCC-Center (18 Hours)
- **Payroll Preparation Workshop** at Human Capital Community (20 Hours)
- **Talent Management Workshop** at OD Practitioners (20 Hours)

WORK EXPERIENCE

August 2024 Till Now Perfect Engineering & Constructions

Title: HR and Admin Manager

Company Industry: **Construction**



- **Lead the full staffing cycle including workforce planning, recruitment, interviewing, hiring, and onboarding across project and head office roles.**
- **Build and roll out a company-wide Competency Framework from scratch, including a competency dictionary (core, leadership, and technical competencies), proficiency levels, and role-to-competency mapping; integrate the framework into recruitment & selection criteria, performance management, training plans, and career development.**
- **Develop, review, and update job descriptions to ensure alignment with organizational needs and compliance with labor laws and regulations.**
- **Establish KPI-based performance measurement for roles and departments; integrate KPIs into appraisal cycles, development plans, and promotion/salary review recommendations.**
- **Design and implement training programs and performance management systems to enhance employee productivity and role clarity.**

- **Develop and manage compensation and benefits structures based on market benchmarking and salary surveys to ensure competitiveness and internal equity.**
- **Handle employee relations cases, investigations, and conflict resolution in line with company policies and Egyptian labor law.**
- **Apply performance management tools to provide continuous feedback, coaching, and development plans for employees and managers.**
- **Ensure consistent application of HR policies, procedures, and internal regulations across all departments and sites.**
- **Maintain and update organizational charts, manpower plans, and employee records.**
- **Act as a strategic HR partner to senior management, aligning HR initiatives with business and project objectives.**
- **Manage HR systems, personnel files, and administrative processes to ensure data accuracy and operational efficiency.**
- **Conduct annual and periodic performance appraisals, salary reviews, and promotions assessments.**
- **Supervise and support HR and administrative staff, ensuring smooth daily operations.**
- **Analyze compensation, benefits, and turnover trends, providing insights and recommendations to management.**
- **Design and implement employee engagement and retention strategies to reduce turnover and improve workforce stability.**

January 2024 to August 2024 Talent Zone

Title: Human Resource Project Manager

Company Industry: Human Resource Outsourcing

- Supports the organization by establishing a recruiting, testing, and interviewing program; candidate selection; conducting and analyzing exit interviews; and recommending changes for outsourcing staff.
- Prepares outsourced employees for assignments by establishing and conducting orientation and training programs, including the preparation of project-based, outsourced, and secondment contracts.
- Enhances the organization's human resources for outsourcing by planning, implementing, and evaluating employee relations and human resources pool, policies, programs, and practices.
- Maintains the work structure by updating job requirements and job descriptions for all outsourcing, secondment, and project-based employee positions.

- Manages outsourced staff pay plan, including checking of timesheets, monitoring of overtime pay and leaves, administration of benefits, directing the processing of benefit claims.
- Ensures planning, monitoring, and appraisal of outsourcing employee work and coordinates with clients.
- Ensure legal compliance by monitoring and implementing applicable labor laws and regulations with respect to outsourcing, secondment, and project employees. Represent the organization with labor and/or government agencies.
- Retains historical human resource records by designing a filing and retrieval system and keeping past and current records.
- Completes outsourced human resource operational requirements by scheduling and assigning employees and following up on work results.

September 2021 till December 2023 Genedy Group for Contracting and Trading.

Title: Act as Human Resource & Admin Manager

Headcount: 350

Company Industry: **Construction**



Duties and responsibility:

- Leading and develop policies, planning & procedures HR departments.
- Putting Job Descriptions for various departments through a tailored questionnaire.
- Design and develop of organizational structures and charts to reflect the company's strategy and ensure the improvement of the actual reality and career aspirations.
- Managing compensation plan; putting salary structure and scale & grading system & Promotion.
- Manage mobility procedures including transfer, promotion and relocation.
- Implement Competency Framework to ensure that the objectives of operations and performance are linked to clear professional standards.
- Managing benefits (Medical service – Pension plan – Life insurance – Social insurance-Incentive - Overtime– etc....).
- Leading the Payroll and Wage process; pay policies; and career development.
- Managing and oversee Man power planning.
- Managing all process of Recruitment, interviewing, testing and placement, Establish orientation program for new Comers.
- Conduct exit interviews to identify reasons for employee termination.
- Creating, developing & analyzing of performance appraisal system.
- Managing Performance, Training and Professional Development, Organization Development.
- Create a training plan in cooperation with all departments' managers according to the training needs through the training plan budget.
- Follow up on governmental relations and related legal issues.
- Managing all monthly & annual reports submitted to top management (Manpower – Turnover – Performance Evaluation – etc)...
- Managing Employee Relations & Personal and Culture Building
- Preparation of diagnostic and development studies to ensure the continuous development of the company or to solve the problems arising from the operations (Operational Issues)

November 2020–September 2021 (Golf Al-

solaimaneyah) Title: HR Manager

Headcount: 380

Company Industry:

RealEstate&Hotels



Duties and responsibility:

- Maintains organization staff by establishing a recruiting, testing, and interviewing program; counseling managers on candidate selection; conducting and analyzing exit interviews; recommending changes.
- Develop, guide and manage the overall provision of Human Resources services, policies, procedure and programs for the entire organization.
- Coordinates implementation of services, policies, and programs through Human Resources staff; reports to top management and serves on the executive management team; and assists and advises company managers about Human Resources issues.
- Handling workplace investigations, disciplinary and termination procedures.
- Supervise the benefits plan for all the team members.
- Reviews the compiled records and statistical reports concerning personnel related data such as hires, transfers, performance appraisals, and absenteeism rate.
- Coordination of administrative activities (attendance records, payroll)
- Conduct employee orientation and onboarding and help organize training & development initiatives.
- Bridge management and employee relations by addressing demands, grievances, or other issues
- Oversee and manage a performance appraisal system that drives high performance
- Maintain pay plan and benefits program
- Nurture a positive working environment

- Ensure legal compliance throughout human resource management
- Conducting exit interviews on terminating employ

August 2018 - June 2020 (NORZEN HR Business Solution)

Title: HR Manager (Free-lance)



HR Recruiting & Staffing

- We help you, Workforce analytics and HR Planning.
- We help you to Attract, retain, motivate and engage talent people.
- Managing all hiring process (Recruitment&Selection) for all level you need White collar, Blue collar and Red collar.
- On site HR Manager.
- Headhunting.
- Executive search.
- New employee Orientation and On-boarding.

HR Administration

- We help you at all personal work.
- Payroll supported.
- Payroll technology.
- On site administration support.
- Compensation and benefits administration.
- Information collection true surveys internal-external.
- Handling difficult termination.

HR Organization Transformation

- Job analysis, Job description.
- Organization charts.
- Department organizational structure.

- Policies and Procedures.
- Performance Management System.
- Salary structure.
- **Compensation and Benefits Plan.**
- Human Resource Information System (HRIS).
- **Help you with Succession and Retention processes for key Talents.**
- Training Need Analysis (TNA).
- Training and Development.
- **Engagement processes for key Talents**

December 2014–September 2017 (ELSALLAB for Trading& Distribution)

Title: HR Manager

Headcount: 250

Company Industry: Retail and Wholesale

Duties and responsibility:

- **Attract, retain and motivate staff.**
- **Develop**, update and implement HR systems, policies and procedures across the organization.
- **Hiring** up to 150 employees (all levels – White collar, red collar, Blue collar) a recruiting, testing, interviewing and selection.
- **Manage** the hiring process, including advertise open positions, review resumes to identify the most suitable applicants for jobs, coordinate interviews, conduct reference and background checks, drafting offer letters.
- **Update organization** charts regarding rotations, promotions, transfers and newly hired employees.
- **Design** each department organizational structure and charts in line with department heads.
- **Manage** job analysis and Ensure all Job Descriptions are kept up to date, create new ones as and when necessary.
- **Maintain** contact with jobholders, line managers, and personnel staff to ensure that information in job descriptions is accurate and up to date.
- **Designs** succession plans for key talents and key job positions.



- **Preparing** procedures for HR Dept. & all related documents and forms
- **Design** and implement the performance management system.
- **Track** employee performance documentation.
- **Manage** the Probationary Period and Annual Appraisal Reporting System.
- **Follow** with personnel Department. sequences & procedures for the work
- **Controlling and managing** all administrative tasks (**Contract, Attendance, Payroll, Social and Medical Insurance**).
- **Preparing** salary structure and compensations & benefits
- **Manage** the HRIS Payroll System for forwarding final Pay Run Excel Data to the Finance Department **within the required timeframe**.
- **Serve** as main point of contact between staff members and department heads.
- **Supervise** to ensure the employee complains/grievance management
- **Manage** and handle all the processes with the legal entities (Labor office, social insurance)
- **Propose** and manage the annual training budget.
- **Assess** training needs to apply and monitor training programs
- **Maintain** an up to date and accurate database of training suppliers and course programs.
- **Provides** HR support, assistance and consultation as needed to, managers and staff including performance problems and disciplinary actions and in documenting action taken.
- **Fast in collecting** and organizing all information as requested by the top Management to **take decision**.
- **Conduct** job satisfaction questionnaire, **Best Employee**, turnover and absenteeism studies and submit reports to management.
- **Conduct** exit interviews to identify reasons for employee leaving the company.
- **Set up and maintain** a personal file for every new employee and ensure that these are maintained in an accurate and up-to-date manner.
- **Prepare** and maintain monthly headcount report.
- **Establishes** communication channels internally and externally to ensure smooth flow of operations.

February 2010–August 2014 (MELCO-MEC Egypt for Elevator and Escalators)



(MITSUBISHI ELECTRIC)

Title: HR Specialist Headcount: 750

Company Industry: **Elevtors&Escalators- Construction**

Duties and responsibility:

- **Collaborate** with the HR manager in developing human resources policies and procedures.
- **Recruits**, interviews, tests, and selects employees to fill vacant positions
- **Evaluate** and recommend qualified candidates to line managers for further technical practical interviews
- **Provide** HR advice and guidance to all levels of management and staff with regard to Melco- Mec policies and procedures , policy changes and revisions
- **Preparing** HR orientation program explain company Policies, benefits and procedures; prepare and forward payroll documents to Finance
- **Responsible** for (HRIS) and all reports and Statistics.
- **Develop and maintain** a Bank of Recruitment for regular employment. (A pool of candidates)

Especially Blue collar.

- **Process** Final Settlements and conduct 'exit interviews'.
- **Responsible** for the M.S project (Microsoft- project) through screens of human resources in the project (add, delete, transfer and record all vacations and absences of resources.
- **Monitoring** Staff Attendance (Lateness - Absence), Issuing Warning Letters, Penalties Notifications, Bank Letters and HR Letters
- **Give** support in all personal functions.
- **Responsible** for recording Staff Leaves.
- **Preparing** the Contracts for the new employees (Contract handling).
- **Process** paperwork for new employees and enter employee information into the payroll system
- **Record** employee information, such as exemptions, transfers, and resignations, to maintain and update payroll records.
- **Preparation** of cost centers for Technicians at the sites each month with the coordination with the Department of Finance
- **Coordination** and follow-up with the Department of Legal Affairs in the cases of interrupted work and administrative investigations and warnings of dismissal.

- **Process** Overtime to all employees in sites and administration building.
- **Excellent** knowledge and working about all kind of insurance (social, Medical, Life).
- **Advise** employees on medical plan and facilitate enrolment into the insurance scheme.
- **Assisting** with employee relations and employee Complaints
- **Establishes** communication channels internally and externally to ensure smooth flow of operations
- **Reporting Duties:**

Conducting Accurate Detailed Monthly Reports regarding:

- Monthly report for Staff Attendance (Lateness and Absence).
- Vacant Positions and Recruitment Channels used to fulfill it.
- Applied Candidates for all the Vacant Positions and Candidates Waiting List.
- Headcount Report for every Position.
 - Responsible for issuing of the “ **OUT**” monthly report.
 - up to date Manpower Leavers and Newcomers position Daily, weekly, monthly, yearly.

QUALIFICATIONS AND SKILLS

Arabic: Mother tongue

English: **Excellent** command of both written, spoken and listen.

- Proficient in Human Resources computer systems & ERP
 - Windows, MS Outlook
 - All aspects of MS Office

PERSONAL DATA

- Birth Date : 21/10/1986
- Nationality : Egyptian
- Marital status : Married
- Military status : Exempted