

HODA HISHAM MAHMOUD REFAI MOHAMED

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PROFESSIONAL SUMMARY

Results-driven HR Operations & Recruitment professional with 4+ years of experience in recruitment, HR operations, employee relations, administration, customer service, and quality control. Experienced in leading recruitment activities, employee follow-up, attendance management, onboarding, and daily HR operations.

PROFESSIONAL EXPERIENCE

Ghazal Medical Center | Team Leader – HR Operations & Recruiter (Previous)

- Led daily HR operations and recruitment activities.
- Managed attendance, employee follow-up, and HR documentation.
- Conducted screening interviews and coordinated hiring processes.
- Maintained employee records and supported onboarding.

Maha Company | HR Operations & Recruitment Specialist (2023 – Present)

- Managed recruitment cycle including sourcing and screening.
- Prepared hiring documentation and organized HR records.
- Supported workflow coordination and HR reporting.

Iron Mountain Company | Data Entry Specialist (2023 – Present)

- Entered and updated data with high accuracy.
- Maintained compliance with data management standards.

Aden Company | Customer Service Representative (2023)

- Handled customer inquiries and resolved complaints efficiently.

Unilever Mashreq | Secretary / Administrative Assistant (2022 – 2023)

- Managed schedules, reports, and office coordination.

Vodafone | Sales & Customer Service Representative (2021 – 2022)

- Achieved sales targets and maintained customer records.

Marbella Food Industry Company | Quality Specialist (2020 – 2021)

- Conducted inspections and supported quality improvements.

EDUCATION

Workers University – Higher Institute of Technology – Energy Technology Division

CERTIFICATIONS & TRAINING

- Diploma in Computer Science – Programming
- Diploma in Artificial Intelligence (AI) – Website
- Creation & Data Analysis
- Microsoft Office Professional Training

CORE SKILLS

- HR Operations & Employee Relations
- Recruitment & Talent Acquisition
- Team Leadership & Coordination
- Interviewing & Candidate Screening
- Administrative & Office Support
- Customer Service & Communication
- Microsoft Office (Word, Excel, PowerPoint)
- Time Management & Problem Solving

LANGUAGES

- Arabic: Native
- English: Intermediate (B1)