

ISLAM SAFWAT MOHAMMED KAMAL

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Professional Summary

Proactive professional with extensive experience in English instruction, customer service, and language-related roles. Proven expertise in teaching English and delivering educational content in both language and scientific subjects. Skilled in providing excellent customer service in English, with a strong ability to communicate effectively with diverse clients. Experienced in translation and tourism-related services, with a strong emphasis on delivering high-quality language support. Strong time management, organizational skills, and a proactive approach to problem-solving. Currently seeking opportunities to leverage my skills in education, training coordination, or as a trainer, contributing to organizational growth in fields such as education, training, customer service, translation, or tourism.

Work Experience

Recruitment Supervisor

Teleperformance | 12/2025 - Present

- Lead a team of 10 - 15 Recruiters ensuring each achieves monthly targets.
- Set Daily, Weekly and Monthly Targets
- Conduct bi-weekly coaching sessions to identify performance gaps and improvement methods.
- Develop current sourcing Methods and create new techniques.
- Monitoring sourcing activities, Candidate quality and Hiring process to ensure alignment with the Company's and Client's policy's.
- Collaborate with Hiring Managers and cross-functional teams to identify hiring needs and to achieve Hiring plan Fulfillment on-time.
- Deliver training programs to newly hired team members.
- Work with the most Known agencies to extend the talent pool.
- Reporting weekly and Monthly to Hiring Managers forecasting team's performance and work progress.

HR Allocation Specialist

TelePerformance | 05/2025 – 12/2025

- Coordinating interviews between applicants and operations managers, and assisting with the selection process.
- Extend a formal job offer emails explaining the Job title, schedule, start date, responsibilities and benefits.
- Reference and background verification.
- Oversee end to end employee life-cycle activities including on-boarding, off-boarding and ongoing employee services.
- Maintain accurate employee data across HR systems and personal files.
- Partner with cross-functional teams to deliver efficient HR operations and consistent employee experience.

HR Recruitment Specialist

TelePerformance | 11/2024 – 05/2025

- Leveraged an Applicant Tracking System (ATS) to manage and optimize the recruitment process.
- Conducted sourcing and screening to identify top talent aligned with company needs.
- Led interviewing processes, assessing candidates' skills and cultural fit.
- Administered and evaluated English assessments to ensure language proficiency.
- Maintain and update candidate databases to facilitate prompt access to top-tier talent.

English Instructor

Oxford English Academy | 11/2023 – 05/2025

- Facilitate English language learning for young adults, focusing on practical communication skills across various life roles.
- Employ interactive teaching methods to ensure student engagement and comprehension.
- Develop tailored lesson plans to meet the linguistic needs of individual students.
- Received positive feedback from 90% of students for effective teaching strategies.

Customer Service Representative (CSR)

Intelcia | 01/2023 – 04/2023

- Provided support to U.S.-based customers regarding billing inquiries and service modifications.
- Delivered excellent customer service by addressing issues efficiently and enhancing the client experience.
- Maintained a high level of professionalism to represent Optimum's brand values.
- Retaining and assisting Non-pay customers with their overdue bills.

Freelance Recruiter

Partners Recruitment Solutions | 05/2022 – 01/2023

- Executed the (ASIOH)recruitment process, starting with Thorough project analysis and requirement gathering.
- Created and published job postings on various platforms, attracting suitable candidates.
- Successfully filled 90% of assigned positions within the required timeline.
- Coordinated seamlessly with employers and candidates to ensure successful placements

Education

Human Resources Management Professional Diploma | HRM

- GUC Center of Continuing Education
- **Bachelor's Degree in Agricultural Sciences**
- Ain Shams University
- Graduation : 2021 \ GPA: C+

Skills

- Microsoft Office Suite (Word, Excel, PowerPoint)80%.
- Internet Usage Social Media mobile 75%.
- Problem Solving 99%.
- Time Management.
- Negotiation Skills.
- Communication Skills.
- Team Leadership.
- Team motivation.
- Team Collaboration.
- Performance Management.
- Quick learning.
- Presentation skills.
- Advanced Computer Proficiency 90%.
- Recruitment and Interviewing Expertise.
- Monitoring of Recruitment Processes and Performance Metrics.
- Advertising Strategies for Talent Acquisition and Customer Engagement.

Languages

- Arabic: (Native Language)
- English: Native