

MARIAM MOSTAFA SAYED KOTB

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PROFESSIONAL SUMMARY

Commerce graduate with a background in Accounting and HR, supported by practical experience in telecom customer service and day-to-day coordination tasks. Organized and detail-focused, with familiarity in documentation and administrative processes, and a clear interest in transitioning into a structured professional role that supports continuous professional growth.

EDUCATION

Bachelor of Commerce in Accounting (English Section) | Al-Azhar University | 2019 - 2023

Grade: Good

WORK EXPERIENCE

HR Specialist | Pharaonx | April 2026 – Present

- Manage full-cycle recruitment for specialized roles in the software and cybersecurity industries, including **Cybersecurity Engineers, Software Engineers, and Sales Account Managers**.
- Prepare and process monthly payroll, including salaries, deductions, and consolidating employee KPIs for performance-based compensation.
- Utilize **ERP** software to streamline HR processes and maintain accurate employee databases.
- Contribute to HR initiatives and employee recognition programs to boost engagement and retention.
- Oversee personnel administration, employee files, attendance tracking, and exit interviews.

Customer Care Advisor - English Account (SMB) | e& UAE (Etisalat by e&) | June 2024 – Oct 2025

- Delivered multi-channel support to Small and Medium Business customers in the UAE, managing technical, billing, and corporate service inquiries via **CRM**.
- Monitored progress and provided structured training support for new hires within the customer support operations.
- Collaborated effectively with internal technical teams to ensure swift resolution of complex B2B client issues.
- Enhanced customer loyalty by providing precise updates on promotions, customized accounts, and corporate services.

Administrative, Accounting & Sales Assistant | Pioneers Academy | December 2023 – June 2024

- Recorded daily financial transactions (revenues/expenses), maintained manual ledgers, and verified balances for account closing.
- Generated comprehensive financial summaries and reports for management and senior accountants.
- Conducted telesales campaigns targeting healthcare clients and doctors, addressing inquiries and achieving course registration targets.
- Handled daily office operations, document control, and general coordination tasks.

COURSES & CERTIFICATIONS

Human Resources Management (HRM) Program | Qualified TNC | Oct 2025 – Dec 2025

- Studied all core HR functions including Recruitment, Personnel, and Payroll.
- Gained knowledge of Egyptian Labor Law, taxation, and social insurance systems.
- Learned how to conduct professional interviews and evaluate candidates.
- Completed structured assessments and section-based examinations.

Talent Acquisition Internship | Go Partners | March 2026

- Practical training in candidate sourcing, CV screening, and technical interview coordination.

HR (Participant) | Student Activity: Azhar Dream | February 2022 - May 2022

- Studied Strategic Management Process and gained an understanding of HR roles and the full recruitment cycle.
- Co-founded a simulated startup model, designing a complete administrative and recruitment plan from scratch.
- Collaborated with the team to create and deliver the final HR presentation on company structure and strategy.

Social Media Marketing | ITI (Information Technology Institute) | August 2021

- Studied Introduction to Digital Marketing, Social Media Marketing, and Digital Ads.
- Completed a project simulating a company, creating a social media marketing plan and strategy.

SKILLS

HR & Recruitment:	Full-Cycle Recruiting, Tech Hiring, Sourcing & Screening, Interview Coordination, LinkedIn Recruiter, Payroll Administration, Personnel, Labor Law.
Tools & Software:	ERP Systems, CRM Platforms, Microsoft Office (Excel, Word, PowerPoint), Data Entry, Document Control.
Interpersonal:	Client Handling, Corporate Communication, Presentation, Organization, Time Management.
Languages:	English (Upper-Intermediate - B2) Arabic (Native)