

Ahmed alaa

HR Specialist

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EXPERIENCE

HR Specialist

Giza, Egypt

Xceed - Telecom Egypt

06/2024 - Present

- Managed end-to-end recruitment using Oracle ATS, from requisition, sourcing, screening, behavioral interviews, and selection to onboarding, ensuring timely hiring for customer service and mass hiring roles.
- Collaborated with hiring managers to define recruitment needs, job requirements, and selection criteria while advising on hiring decisions aligned with business needs.
- Led sourcing across job boards and social media, managed candidate communication and interview scheduling, and maintained accurate candidate databases and hiring records.
- Coordinated recruitment events, career fairs, and hiring campaigns to attract talent and support large-scale hiring across multinational and overseas accounts.
- Led onboarding, orientations, and inductions, coordinated with training teams, maintained HR records, and supported employee engagement initiatives.
- Mentored junior team members, facilitated employee-management communication, and supported global account expansion with seven new lines of business.

Customer Support Agent

Cairo, USA

Concentrix - AT&T

10/2023 - 04/2024

- Handled all the billing and banking queries for customers and over 9 products in the United States of America.
- Handled technical support and all the troubleshooting issues for AT&T.
- Ranked among the top-tier achievers in the account.
- Worked in the retention department and the loyalty group at AT&T.
- Escalated complex issues to appropriate departments for resolution.
- Developed strategies for handling difficult customers effectively while maintaining professionalism.

Postgraduate Researcher

Alexandria, Egypt

Egypt Japan University of Science And Technology (EJUST)

10/2022 - 09/2023

- A Master's proposal in HRM In Compensation & benefits and payroll.
- My paper explored and dissected the effects of compensation on job satisfaction and employees' performance.
- Analyzed research data using statistical methods to validate observations from factory visits and employee feedback.
- Analyzed data using statistical software for project insights and conclusions.
- Presented research findings to academic audiences and stakeholders effectively.
- Executed qualitative and quantitative analyses to inform research insights.
- Designed experiments to test hypotheses related to the research topic.
- Prepared comprehensive reports summarizing research findings and conclusions for academic review.

HR Coordinator

Giza, Egypt

Nissan Motor Egypt

08/2022 - 10/2022

- Managed end-to-end HR operations in recruitment, onboarding, and training & development.
- Organized full training programs for engineers and plant technicians (production line, assembly line, painting line, and sealing and welding line).
- Led a full summer internship in the aspects of maintenance engineering, planning engineering, accounting, sales, marketing, manufacturing engineering, and MRP (Material Requirement Planning).
- Led full-cycle recruitment processes, including manpower planning, sourcing, interviewing, selection, and onboarding.
- Went through full staffing phases and hiring plans at all management levels until signing contracts.
- Organized the full monthly payroll cycle, ensuring timely salary disbursement, accurate deductions, and compliant tax calculations for interns.
- Supported payroll processing by verifying timekeeping and attendance records.

EXTRACURRICULAR ACTIVITIES

Cairo, Egypt

HR Intern

07/2021 - 09/2021

- Al Kahera Wal Nas Channel
- Tarek Nour Communications (TNC)

Exchange Program

Japan

Tokai University

06/2019 - 08/2019

- Completed comprehensive program on Japanese culture, language, and lifestyle.
- Acquired insights into Japanese culture and customs during internship.
- Journey offered significant personal development and cross-cultural understanding.
- Participated in an overview of business functions in human resources management and accounting.
- Explored various aspects of these positions through diverse experiences.

EDUCATION

BBA International Business And Humanities

Egypt-Japan University of Science and Technology (E-JUST), GPA 3.2/4.0

- Major : HRM - Human Resources Management
- 2nd On Class

Alexandria, Egypt

10/2018 - 07/2022

TRAINING / COURSES

Strategic HRM (SHRM course)

Compensation and Rewards

Performance Management

Staffing

Human Resources Management