

MOSTAFA ASHRAF SAMIR

PERSONAL INFORMATION

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Phone: 01118930516 | 01019476488

Location: Hadayek Helwan, Cairo, Egypt

SUMMARY

HR & Recruitment Specialist with experience in end-to-end recruitment for white- and blue-collar roles. Skilled in candidate evaluation, KPI monitoring, payroll-related processes, and process improvement. Additionally experienced as a Retail Banking Specialist, providing banking services and financial solutions to individual customers, employees, and business owners, managing customer relationships, promoting banking products, and ensuring high levels of customer satisfaction. Strong customer service mindset with proficiency in MS Office to enhance HR and banking operations efficiency.

JOB EXPERIENCE

Banque Misr

(Feb 2026 – Present)

(Retail Banking Specialist)

- Providing banking services and financial solutions for individual customers and business owners.
 - Managing customer relationships and handling daily banking transactions efficiently.
 - Assisting with personnel-related administrative tasks and coordinating employee banking services.
 - Identifying customer needs and recommending suitable banking products and services.
 - Supporting account management, deposits, cards, loans, and other retail banking products.
 - Ensuring high standards of customer service and compliance with banking policies and procedures.
 - Building and maintaining strong relationships with clients to enhance customer satisfaction and business growth.
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AG Group For Contracting

(May 2025 - Jan 2026)

(Senior Hr Recruitment & Payroll)

- Managed employee recruitment and payroll processing.
 - Filtered CVs and selected the most qualified candidates for open positions.
 - Maintained continuous communication with department managers to identify staffing needs.
 - Assisted in optimizing recruitment workflows and ensuring timely hiring.
 - successfully reduced time-to-hire and improved candidate quality through effective screening and coordination.
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Talent Pool Solutions (Outsourcing for Amazon & Jumia)

(Feb 2025 - May 2025)

(Senior Recruitment Specialist)

- Managed recruitment processes and end-to-end hiring for outsourced operations (Amazon, Jumia, and logistics services). And hiring (white&blue)collar ? Monitored KPIs and closed them according to monthly HR performance targets.
 - Coordinated with HR teams to ensure staffing needs were met efficiently.
 - Assisted in streamlining HR workflows and improving overall operational efficiency.
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Olitech Egypt (For it and CCtv System)

(June 2023 – Oct 2024)

-Technical Talent Acquisition & IT System Specialist

- Recruited for IT and engineering roles; handled job postings and sourcing on LinkedIn.
 - Conducted phone and technical interviews independently.
 - Configured and managed CCTV systems (Hikvision, HiLook), networks (Cisco), and IT infrastructure support.
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Atheel – Vodafone Egypt

(Nov 2021 – Sep 2022)

(HR Recruiter & Technical Support Team Leader)

- Conducted open-day recruitment events and handled mass hiring for customer service teams.
 - Published job ads, led interviews, and supported onboarding procedures.
 - Lead the technical support team; resolved escalated issues and supported performance improvement.
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Atheel – Vodafone Egypt (888 Account) |

(Jan 2021 – Jul 2021)

(Customer Service Agent)

- Provided front-line customer service and resolved technical inquiries.
- Logged interactions via CRM and collaborated with departments to close cases

EDUCATION

Faculty of Law – Helwan University

(2020 – 2024)

CERTIFICATIONS & COURSES

- Human Resources Course – Canadian Institute (Jun 2021)
- HR Management Certificate – Edrak (2025)
- Performance Management: Employee Engagement from (Hrci & Shrm) (2025)

TECHNICAL SKILLS

- Talent Acquisition
- Applicant Screening & Interviewing
- Job Posting & Sourcing
- Applicant Tracking Systems (ATS)
- Employee Onboarding
- Mass Hiring & Open Day Management
- ATS Tools (Basic)
- Full-Cycle Recruitment
- Behavioral & Technical Interviewing
- LinkedIn Talent Solutions
- Payroll Coordination
- HR Reporting & KPI Tracking
- Remote Recruitment
- MS Office (Excel, Word, PowerPoint) -----

IT Skills

- Network Systems (Cisco, Routing & Switching)
- CCTV Configuration (Hikvision, HiLook)

LANGUAGES •

- Arabic: Native
- English: Intermediate (B1+)