

Mohamed Hassan Ahmed

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Objective

A dedicated and experienced professional with over 11 years of experience in pharmacy management, including branch supervision, HR functions, inventory control, and customer service. Seeking a position where I can apply my experience in HR and business administration to lead teams and contribute to organizational growth and operational excellence

Experience

- **Kayan Company for Car Accessories** Jan. 2026 - Present
HR Specialist
 - Manage recruitment, selection, and employee interviews.
 - Prepare payroll, deductions, and advances.
 - Handle all matters related to social insurance.
 - Monitor attendance and off-site staff.
 - Maintain employee records and update HR databases.
 - Prepare daily and monthly HR reports.
 - Support employees with company policies and HR procedures.
- **Dr. Heba Gabrial Pharmacy** 2023 - Dec. 2025
HR and Dual Branch Manager
 - Managing daily pharmacy operations including sales and purchasing.
 - Conducting regular stock audits and ensuring inventory accuracy and continuous availability of medications and supplies.
 - Utilizing systems such as BeConnect and iStock for data entry, inventory, and purchase management.
 - Analyzing sales data and implementing improvements to boost performance and revenue.
 - Coordinating procurement activities based on pharmacy needs and liaising with suppliers.
 - Providing medical consultations to customers regarding medications and supplements.
 - Preparing payroll sheets and reviewing salary records for accuracy.
 - Monitoring employee attendance and punctuality.
 - Recruiting and onboarding pharmacy staff, including pharmacists and assistants.
 - Conducting training sessions to ensure team members understand policies, procedures, and customer service standards.
 - Managing HR records, contracts, and employee files in compliance with labor laws.
 - Handling employee relations issues and resolving conflicts effectively.
 - Evaluating staff performance and implementing performance improvement plans when needed.
 - Ensuring adherence to disciplinary procedures and fostering a positive and productive work environment.
 - Supporting the continuous development of team members through coaching and feedback
- **Al Raya Pharma** Jan 2023 - Dec 2023
HR Recruitment
 - Planned and managed workforce requirements in coordination with different departments (Sales, R&D, Production, QA/QC).
 - Prepared and posted job advertisements on professional platforms and university career centers.
 - Screened CVs, shortlisted candidates, and conducted initial interviews.
 - Organized technical interviews and assessment tests for pharmacists, medical representatives, and quality specialists.
 - Negotiated job offers and finalized hiring in line with industry standards and company policies.
 - Managed onboarding process, including documentation and orientation programs.

- Built and maintained a qualified talent pipeline for future hiring needs.
- Ensured recruitment compliance with labor laws and pharmaceutical regulations (GMP, ISO).
- **Dr. Abdullah Ghoneim Pharmacy** 2020 - 2022
Administrative & Sales Coordinator
 - Entering data accurately into the company system, including client and transaction records.
 - Recording and processing purchase orders and supplier invoices.
 - Managing daily sales operations and assisting in achieving sales targets.
 - Communicating and coordinating with employees across different departments.
 - Handling direct sales to customers and responding to their inquiries.
 - Assisting in payroll preparation and ensuring salary accuracy.
 - Supporting administrative tasks and office organization.
- **Al Ahram Real Estate Marketing Company** Jan 2019 -
Marketing
 - Developed and implemented marketing strategies to promote residential and commercial properties.
 - Created engaging content for online ads, brochures, and social media platforms to attract target clients.
 - Managed digital marketing campaigns across Facebook, Instagram, and Google Ads to generate leads.
 - Coordinated with the sales team to ensure consistent messaging and support sales objectives.
 - Responded to client inquiries and maintained a client database using CRM tools.
 - Participated in property exhibitions and organized site tours for potential buyers.
 - Conducted market research to monitor competitors, pricing trends, and customer preferences.
 - Collaborated with designers and content creators to maintain the company's visual identity.
 - Prepared weekly performance reports and campaign analytics to optimize future strategies.
- **Independent pharmacies** 2016 - 2019
Pharmacy Sales and Purchasing Officer
 - Dispensing prescription and over-the-counter medications accurately and safely.
 - Ensuring proper storage of medications and regularly checking expiry dates.
 - Monitoring inventory and assisting in ordering medical supplies.
 - Entering and updating patient and medication data in the pharmacy system.
 - Collaborating with doctors to review and verify prescriptions.
 - Managing daily sales operations within the pharmacy.
 - Responding to customer inquiries and providing excellent service.
- **Raya** Nov 2015 - Jan 2016
Customer service
Handled inbound and outbound customer calls professionally.
 - Responded to customer inquiries and provided accurate information about services.
 - Assisted in resolving complaints and ensuring customer satisfaction.
 - Learned and applied company protocols in handling client communication.
- **Freelance Translation** -
translator from Greek to English

Education

- **Cairo University** 2013 | 2018
Bachelor of Arts in Greek and Latin Language
- **Greek Cultural Center in Cairo** 2013 | 2015
Nine Levels of Greek Language

Courses And Certificates

- **HR Diploma – IT Sharks (Online) / C-370187**
 - Recruitment Sources: Understanding various channels used for sourcing candidates.
 - Job Posting: Creating effective job advertisements.

- CV Screening: Reviewing and filtering resumes based on job requirements.
 - Types of Interviews: Learning different interview formats and techniques.
 - Interviewing Process: Conducting structured job interviews.
 - Headhunting: Identifying and approaching potential candidates for specific roles
- Labor Law: Understanding key aspects of employment regulations.
- Employment Forms (Forms 1, 2, 6): Managing official hiring and termination documents.
 - Hiring Documents: Collecting and verifying necessary documents for employment.
 - Types of Employment Contracts: Differentiating between various contract types.
 - Tax Deductions: Understanding payroll tax deductions.
 - Social Insurance Deductions: Managing social security contributions.

Computer Skills

- • Word
- Excel
- PowerPoint
- BeConnect
- IStock
- Social media
- Data bases

Languages

- Arabic : native
- English : good (Reading, Writing, and Speaking).
- Greek : very good / A(1–3), B (1–3), C (1–3).

Personal Skills

- • Strong Communication Skills.
- Teamwork.
- Work Under Pressure.
- Conflict Resolution.
- Organizational Skills.