

Kholoud El-Dairouty

HR Supervisor & Operations

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Professional Summary

A highly accomplished and strategically driven **HR & Operations Professional** with a robust **9-year trajectory** executed within high velocity business environments. Masterfully transitions from a core foundational background in financial controls and accounting into comprehensive operations management and senior HR leadership. Recognized for a sophisticated ability to architect full cycle talent acquisition models across both corporate administrative tiers and specialized field operations an expert in orchestrating complex payroll architectures and heavy multi-layered commission frameworks designed for expansive revenue-generating teams a proven leader who has successfully directed large scale daily facility workflows and spearheaded diverse, high performing operational teams of up to 10 personnel to meet aggressive corporate objectives.

Core Professional Achievements

- **Strategic Workforce Transformation:** Spearheaded the complete overhaul of the end to end recruitment architecture, successfully sourcing, vetting, and onboarding elite corporate personnel (White Collar) and high volume tactical staff (Blue Collar) to meet scaling business needs.
- **Commission & Payroll Engineering:** Designed and executed a precision-based compensation and benefits structure, flawlessly managing the complex, multi-tiered commission systems for high performance Sales Executives, Personal Trainers, and Fitness Instructors.
- **Operational Leadership & Scale:** Directly supervised, trained, and optimized a cross functional front-of house operational team of 10 employees, boosting overall service efficiency, performance metrics, and client satisfaction benchmarks.
- **Advanced Systems Integration:** Seamlessly integrated high tier CRM platforms and biometric tracking systems into daily gym and facility operations, driving data accuracy, optimizing client profile tracking, and eliminating workforce scheduling redundancies.
- **Regulatory & Legal Governance:** Established 100% compliance across all comprehensive employee files, social insurance portfolios (Forms 1, 2, 6), and complex labor office inspections in absolute alignment with the Egyptian Labor Law.
- **Financial & Fiscal Control:** Built robust accounting structures, led meticulous internal audits, managed accounts payable/receivable, and actively contributed to strategic corporate budgeting during a successful tenure in financial administration.

Professional Experience

HR Supervisor | Gold's Gym Elite San Stefano

2022 – Present

- Manage the definitive recruitment lifecycle, employing advanced sourcing methodologies to attract and integrate top tier industry talent.

- Oversee entire payroll execution, mitigating financial discrepancy through strict audit protocols on overtime, penalties, allowances, and shifting differentials.
- Formulate and roll out enterprise-level HR policies and organizational workflows that bridge corporate strategy with employee engagement.
- Conduct exhaustive Training Needs Analysis (TNA) and deliver data backed HR/OD reports and KPIs to streamline senior leadership decision making.

Senior Front Desk & Operations Manager | Gold's Gym Elite San Stefano

2017 – 2021

- Accountable for day to day front of house business workflows, facility logistics, and staff dispatching across rotating shifts.
- De-escalated volatile client relations and engineered retention strategies that measurably enhanced club membership renewals.
- Supervised sports event setups, complex fitness class programming, and strategic trainer resource allocation.

Accountant | Alexandria Company for Security

2014 – 2017

- Generated high level financial reporting, maintaining meticulous ledger control and corporate transparency.
- Filed mandated state tax declarations and acted as a primary coordinator in corporate budgeting sessions.

Training & Development

- **Abu Qir Fertilizers** Corporate Trainee (2014)
- **ANRPC** Operational Trainee (2012 – 2013)

Education & Professional Credentials

- **Professional Diploma in Human Resources Management (HR Diploma)** Arab Academy for Science, Technology & Maritime Transport (AAST)
- **Bachelor of Commerce** Alexandria University (2012 – 2016)
- **International Administration Certification** Gold's Academy Egypt
- **Leadership Development Certification**

Technical & Core Skills

- **HR Mastery:** Talent Acquisition, Complex Payroll Architecture, Employee Relations, Egyptian Labor Law.
- **Operations Excellence:** CRM Systems Execution, Workforce Scheduling, High Performance Leadership, Resource Optimization.
- **Tools & Languages:** MS Office (Advanced Excel), HRIS Ecosystems | Arabic (Native), English (Fluent), French (Fair), Turkish (Learning).