** Hazem**

**Education:**

Menoufia University, Egypt 2005-2010

Bachelor of Arts – English language and literature

**Training courses:**

-Professional studies in human resources management approved by the HR certification

Institute (HRCI), Jan 2015 with the below subjects:

\*HR planning

\*Recruitment and selection

\*Training and development

\*Performance appraisals, compensation & benefits

**Submitted exams:**

-IELTS certified with overall score 6.5 Oct 2015.

-ICDL (International Computer Driving License) March 2011.

**Workshops:**

-Translation (Research Consulting and Service Center-Menoufia University)

-Canadian training center of human development (The ten keys of success)

-New Horizons (negotiation and communication skills)

-American Canadian Center (HR and Marketing Fundamentals)

**Languages:**

**Arabic**: Native **English**: Fluent **French**: Beginner **Russian**: Beginner

**Work experience:**

Dates: January 2014/ Feb 2015

Employer name: ECCO outsourcing

Address: 29 Emtedad Ramses st, Abbasia, Cairo, Egypt

Job title: **Talent acquisition specialist**

Job role: Performing all recruitment cycle starting from identifying our sources, screening, interviewing and selecting the best candidates.

Accountabilities:

- Determine the recruitment sources and check existing pool.

- Post all open positions internally and externally.

- Manage and approve transfer requests for internal employees.

- Filter and screen suitable CVs for needed vacancies.

- Conduct interview basic and technical questions in addition to role plays.

- Interview invited candidates and determine the best calibers.

- Coordinate training schedules with successful candidates.

- Help in preparing reports for COPC yearly assessment.

- Discuss any raised issues by the agents with the management in HR meetings.

- Analyzing resignation reports and surveys to evaluate turnover rates.

Targeted jobs:

Call center representatives for local and international companies and banks.

Telesales agents.

Opening positions for team leaders.

Internal transfers.

Achievements:

-Met deadline consistently to deliver required number of needed employees.

-Fulfilled vacant positions with ideal profiles.

-Trained new recruiters on the techniques of hunting the right candidates and observed their interviews.

-Build a rapport between new and existing employees and the company to maintain loyalty and reduce resignation numbers.

- Represented the company in many job fairs and campus events.

Dates: March 2011/December 2013

Employer name: Vodafone Egypt

Address: 7A Nile river corniche, Maadi, Cairo, Egypt

Job title: **Customer Care Representative (High value segment)**

Job role: Handling and answering all phone calls inquiring or complaining about some

issues and work on solving them as quick as possible if not on the spot.

Accountabilities:

- Answering calls from high categories and VIPs in Arabic and English languages.

- Handling customers complaints and make sure they are satisfied.

- Leading the initiative of making most of our customers promoters to the company.

- Follow up on customers complaints if not immediately resolved.

- Address all lines categories calls and inquires, for example, prepaid & postpaid lines and corporate accounts.

- Explain billing issues.

- Deciding valid cases for balance refund.

- Other tasks assigned.

Achievements:

-Granted the title of “Employee of the month” 3 times in a row.

-Observed, guided and managed teams with new comers being their mentor.

-Received gratitude and thanks emails from customers and indirect managers.

-Resolved and cancelled customers requests not to port out of the network.

-Obtained angry customers from being detractors to promoters for the company.

-Innovated new business solutions to facilitate work flow.

-Represented the company in charity caravans held in schools.

Dates:July 2009/November 2010

Employer name: Tia Heights Hotel

Address: Safaga road, Makadi Bay, Hurghada, Egypt

Job title: **Artisan & Salesperson**

Job role: Draw and formulate handmade souvenirs in addition to managing all sales.

**Skills:**

-Driving: Clean driving license.

-Typing: Good speed and accurate.

-Good communication skills both in person and on telephone.

-Ability to work well in a team.

-Ability to work well under pressure.

-Good ability to deal with customers.

**Personal details:**

Date of birth: April 28th 1988

Marital status: Married

Nationality: Egyptian

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