**Name: Mostafa**

**Mostafa.318959@2freemail.com**

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| **Objective** |
| To Succeed in an environment of growth and excellence a job which provides me satisfaction and self- development and help me to achieve organizational goal in the field of HR and Training, Development |
| **Education**  |
| 2014-current Post-Graduate Diploma In Human Resources Management , Faculty Of Management  Sciences , Sadat Academy For Management Sciences 2003-2011 Faculty of Commerce , Al-Azhar University  Business Administration Section  |
| **Work Experience** |
| **July 2015 – Present Freelancer HR , Recruiter , Trainer** **Aug 2015 – March 2016 El-Zain Chemicals Co " One of El-Zain Group"** **Recruitment Specialist** * Responsible for the company vacancies posting in the different channels (Facebook, LinkedIn, Bayt and internal posting).• Sourcing, screening CVs; interviewing candidates and handling the initial screening for various posts junior, senior and managerial levels. • Assisting in competency based interviews for all levels of positions. • Conducts exit interviews for resigning employees • Arranging interviews time and date for our client with the desired candidates.• Responsible for Mass recruitment projects involved in the whole cycle “screening CVs, phone interviews, face to face interviews to the phase of shortlisting the accepted candidates . • Assist in job analysis and job descriptions for various positions. • Issuing offer letters for approved candidates and coordinating with other departments the rest of the procedures. • Responsible for governmental documents of employees and their signed contracts, renewals and terminations. • Participated in the administration and preparation of many assessment centers evaluating employee's performance, leadership, and communication and motivation skills for the yearly appraisal.. • Participated in preparing training material and arranging training.• Launching & conducting the Induction & Orientation Day for the newly hired employees, where they receive one day orientation to brief them about the company history, structure, and policies. • Handling the summer training program for undergraduate students. • Successfully structured and created a database for the applying candidates.• Lead a team of data entry to computerize all the hard CV into soft copies.

**Jan 2014 – July 2015 Raya Contact Center**  **Account Advisior ( Etisalat Misr Customer Care )****June 2013 – Nov 2013 Etisal International Group** **Customer Service Representative** **Aug 2012 – June 2013 Landmark Group , The Baby Shop LLC , Dubai , UAE**  **Department Manager*** Train, lead and develop department team to maximize sales and reduce stock loss through actively working on the shop floor,
* Demonstrating and driving excellent customer service.

 Ensure that all sales associates are highly motivated and developed Deputies for the Store and Assistant Store Manager during periods of absence* Planning of daily staff activities
* Delegating staff duties on daily basis and ensuring rotation among duties and tasks
* Assisting with staff training
* Monitoring staff performance and attendance
* Assisting with the cash count and action close of day on system
* Taking pride in your store and maintaining it to a high standard
* Providing customers with an enjoyable shopping experience
* Fully follow operating procedures, and provide customers with complete services and enjoyable shopping experience to maximize sales.
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| **Specialized Training , Courses , Certificates** |
| * The New HR :21st Century " Talent Management " Course Certificate ( Udemy )
* The Guerrilla Hiring – Don't Hire Monkeys to Run Your Company ( Udemy )
* Train The Trainer " TOT" Course Certificate (Udemy)
* Human Resources Diploma ( Alison On Line Training )
* Human Resources (Alison On line Training )
* International Computer Driving License , ICDL , UNESCO , Egypt
* Management Of Change Training Seminar , Best Aura Training Center , Cairo , Egypt
* European Computer Driving License , ECDL Expert , Advanced Training , UNESCO , Egypt
* Diploma In NLP " The Neuro Linguistic Programming " Canadian Training Center , Cairo
* Computerized Accounting Training Course with Peachtree, Excel , CAPMAS , Cairo , Egypt
* Selling Skills Training , Landmark Group , Dubai , UAE
* Customer Service Proposition " CSP " Oasis Retail School , Landmark Group , Dubai , UAE
* Customer Care and Soft Skills Training , Raya Contact Center , Cairo , Egypt
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| **Computer and IT Skills**  |
| * Ms Office Applications ( Word , Excel , Access , PowerPoint , Outlook , Info path , Visio )
* Call Center Application , ADC , HP Trouble Ticket, Oracle Seible System
* SAP HCM , ORCLE HRM , Excel for HR
* Lotus Notes Mail
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| **Language Skills**  |
| * English Excellent
* Arabic Native Speaker
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