**Name: Mostafa**

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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. |
| **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 |
| **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 |
| **Language Skills** |
| * English Excellent * Arabic Native Speaker |
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