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| **C:\Users\SERVER\Downloads\img577.jpgPERSONAL INFORMATION**  **Nationality :Egyptian**  **Date Of Birth : 24thMarch 1980**  **Age :37**  **Residence visa**  **Marital Status : Single**  **DRIVE LICENSE : UAE**  **UAE Driving License**  **I have got long-term residence permit in the Czech Republic**  **Sharjah-U.A.E**  *LANGUAGE SKILLS*   * Arabic :- Native language - written – spoken. * English:-written – spoken. * Czech:-written – spoken.   *COMPUTER SKILLS*   * Office package: Word, Access. * Full Microsoft Office Programs, |

**Maher**

***Email:*** [*maher.365570@2freemail.com*](mailto:maher.365570@2freemail.com)

*OBJECTIVE*

## Seek relevant and challenging position in a Vibrant challenging Environment where my current qualifications and ambitions would be an asset to the organization.

*PERSONAL PROFILE*

* Discipline of deadlines.
* Concentration and logical thinking.
* Self-confidence and strength of character and work under pressure and

Patience and restraint and not emotion.

* Flexibility and adaptability.
* Good appearance and elegance.
* The ability to cope with critical situations wisely.
* Team Player (Active Team Member).
* High Sense Of respect and good customer care.

*PERSONALSUMMARY*

*An experienced Hr manager and public relation officer with many years of invaluable experience working in the customer support departments of leading cz companies and GCC countries Highly focused with a comprehensive knowledge of how to maintain a professional, helpful and courteous relationship with allocated customers and government Having an enthusiastic and positive attitude and working hard to ensure that customers receive an excellent level of service whilst at the same time ensuring the highest level of goals for the company. Presently looking for Hr manager & pro position with a reputable company.*

*EDUCATIONAL HISTORY*

**May1998–July 2001: Ministry of Education and Higher Education -Institute for Technical hotels, Alexandria- Egypt.**

Qualifications Attained: Diploma Institutes Technical hotel.

**Key areas of study were:**

* Food and beverage.
* Touristic guiding.
* Tourism Division and management.

*MAJOR COURSES STUDIED*

**July 2004- October 2004: New Horizons Institute - Egypt.**

Qualification attained: Diploma in Sales Management and Marketing

**Key areas of study were:**

* Selling policies.
* The study by market.
* Profitability goals.

*WORK EXPERIENCE*

**APRIL 2016 TO CURRENT**

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***TERRASEARCH GULF SOIL TESTING DUBAI (UAE)***

**Designation: HR MANAGER & PRO**

***Job Responsibility.***

* Organize periodic renewal of Licenses
* Submission of correct documentation to the Ministry Of Labor for visa applications
* Submission of correct documentation to obtain licenses and efficient collection of Licenses to take place when completed
* Take, submit & collect all necessary documentation in order to organize all Employee official paperwork.
* Arrange medical tests, passports, memos, promotional draws and fine resolution.
* Represent the Company at locations such as the Police Station, Airport, Hotels, Embassies, Ministries/Municipalities & other significant Departments & in accordance with services such as mobile & landline phone services (connections/disconnections/repairs), mail, electricity
* Accompany the employee as they exit the country.
* Completes human resource operational requirements by scheduling and assigning employees; following up on work results.

**More Tasks**

* Drafting &Reviewing All Type of contracts.
* Collecting the overdue invoices

**FEBRUARY 2015 APRIL 2016**

***BROWN GRNERAL CONTRACTING ABU DHABI (UAE)***

**Designation: HR MANAGER/ EXECUTIVE & PRO**

***Job Responsibility.***

* Leading and directing the human resource team to deliver a comprehensive HR service to the business
* Employee relations, including managing absence, disciplinarians, grievances and sickness
* Measuring employee satisfaction and identifying areas that require improvement
* Performance management: coaching managers on performance management issues and processes
* Learning and development: providing guidance on development for managers and their teams
* Training: Implementing the training and development agenda; identify areas that need attention and improvement
* Recruitment and retention managing talent and succession planning; taking over all responsibility for recruitment activity and campaigns
* Reward advice and supporting employees on company benefits
* Policy and procedures implementation of new HR  policies, procedures and processes

**January 2013 \_ JANUARY 2015**

***MA FACILITIES MANAGEMENT LLC ­ (DUBAI\_ UAE)***

**Designation: PUBLIC RELATION OFFICER (PRO)**

***Job Responsibility.***

* Organize periodic renewal of Licenses
* Submission of correct documentation to the Ministry Of Labor for visa applications
* Submission of correct documentation to obtain licenses and efficient collection of Licenses to take place when completed
* Take, submit & collect all necessary documentation in order to organize all Employee official paperwork.
* Coordinate with the Government Authorities in terms of Legal Documentation

**July2009 –December 2012**

***VIENNA INTERNATIONAL HOTEL &RESORTS ANGELO HOTEL PRAGUE-, CZECH REPUBLIC.***

**Designation: Public Relations Officer**

***Job Responsibility.***

* Open relations with government and private agencies and coordination with them in order to bring tourists and guests of the hotel.
* Update profile hotel.
* Order special offers and stock prices before the final printing and carry out coordination
* Market is divided into sectors and identify target sectors and work on the processing of all supplies to invest those sectors optimum investment.
* Do all the advertising and promotional activities aimed at consolidating the status of the hotel in the minds of customers and the public in general with the coordination with the Commercial Director.
* Continued access and update of information on all the changes of internal and external environment for hotel
* Working to solve the internal problems that may arise between individu

**February 2007– May 2009**

***BOHEMIA CRYSTAL S .R. O, CZECH REPUBLIC***

**Designation: customer service employee**

***Job Responsibility.***

* Listen to customers’ questions and concerns, and provide answers or responses.
* Provide information about products and services
* Take orders, calculate charges, and process billing or payments
* Review or make changes to customer accounts
* Handle returns or complaints
* Record details of customer contacts and actions taken
* Review and select standard responses for answers or solutions
* Refer customers to supervisors or more experienced employee

**January 2005-October 2006**

***HOTEL STELLA DIMARE BECH-SHARM EL SHEIKH- EGYPT.***

**Designation: Supervisor.**

***Job Responsibilities.***

* Planning and projection.
* Training the existing staff .
* Ensure all the staff are fully aware and performing according to the operation
* Ensure to have team spirit for the staff
* Cash management
* Making daily and monthly report
* Problem solving and decisions making
* Performs excellent customer service
* To deal with customer complaints comments
* Responsible for the cleanliness and sanitation

**January 2003 –December 2004**

[***REHANA PRIMA LIFE HOTEL,***](http://www.angelohotel-prague.com/) ***SHARM EL SHEIKH- EGYPT.***

**Designation: Captain Order.**

**May 2001– December 2002**

[***ESTACOZA SEE FOOD RESTAURANT,***](http://www.angelohotel-prague.com/) ***SHARM EL SHEIKH- EGYPT.***

**Designation: Waiter .**

*DECLARATION*

I hereby certify that the above information is true and correct to the best of my knowledge and belief.

**Yours truly**