**SHAIMAA**





**HR SHARED SERVICES MANAGER| HR & ADMIN ASSISTANT |INTERNATIONAL ADVISOR ENGLISH INSTRUCTOR |ENGLISH TEACHER**

**CAREER SYNOPSIS:**

* Looking forward to enhancing my career in a lucrative organization, with a demanding position in the Hr & Administration Field where gaining experience and developing technical skills is inevitable.
* Rich experience as an HR & Operation manager , I have handled the accounts of most important & strategic clients (Governmental, corporate & individual accounts) like : **PEPSICO & Beyti AlMarai, NESTLE** **waters, UNILEVER, DANONE, Etisalat, PwC, Samsung, Magrabi, Sanofi , Lenovo, DP World, General Motors , Lafarge**
* An effective communicator possessing excellent presentation & soft skills with honed operation management, logical and problem-solving abilities.
* Recognized for successfully meet targets, proficiently formulating and implementing budgets, building high-performing teams and nurturing fruitful relationships with customers.
* My skills in translating strategies into executable plans and deliverable solutions.
* Exceptional leader with good communication, interpersonal & analytical skills and spreading team spirit, An excellent communicator with good interpersonal and analytical skills; outstanding success in building and maintaining healthy relations with colleagues, subordinates and seniors.

**PROFESSIONAL EXPERIENCE**

**CAIRO, EGYPT** **Apr 2012– Dec 2019**

**HR SHARED SERVICES MANAGER**

**Key Responsibilities:**

* Facilitate special events registration and execution.
* Help promote a company culture that encourages top performance and high morale.
* Work with board of directors to determine values and mission, and plan for Short and long term goals.
* Responsible for the recruitment process, Posting job ads and organizing resumes and job applications.
* Handling job interviews and interview process.
* Processing payroll for Staff attendance including analysis report & tracking by applying the labour law
* Carry out specific projects, research and administration as required by the CEO.
* Organizing & attending meetings, and arranging business trips (including flights and accommodations), ensuring the CEO is well-prepared for meetings/business trips, preparing meeting agendas.
* Organization of corporate & company entertainment, management meetings and events.
* Handle meeting with clients, suppliers & Team Members
* Handle Accommodation, transportation and get visa for trainers.
* Take training for new system to work on and teach staff (CRM sales force, TMS…ETC).
* Perform financial and administrative activities including budgeting, reporting, reviewing, and analysis using excel graphs & pivot tables
* Handling trainer’s calendar and clients requirements.
* Develop and maintain standard operating procedures for all business functions.

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* Evaluate current business processes and recommend corrective action plans for improvements that affects the annual appraisal & KPI’S for employees.
* Train and mentor lower level employees in business operations.
* Ensure compliance with operational policies and standards.
* Welcomes new employees to the organization by conducting orientation.
* Assist staff with administrative duties as requested.
* Handle Medical and life insurance for the organization.
* Preparing or updating employment records related to hiring, transferring, promoting, and terminating.

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| **Al-Futtaim Carillion (Cairo Festival City), Cairo, EGYPT** | **Mar 2011 – Apr 2012** |
| **HR & Admin Assistant** |  |
| **Key Responsibilities:** |  |

* Preparing reports, handling information requests and performing clerical Functions such as preparing correspondence.
* Receiving visitors from abroad, arranging conference calls and scheduling meetings.
* Maintain the general filing system and file all correspondence, plus Compose type and draft all letters, memorandums and reports.
* Attend meetings and prepare meeting minutes & action items.
* Coordinate repairs to office equipment.
* Performance management and improvement tracking systems (working on the Aurora System for identity, security, time & attendance solutions).
* Handled the payroll of labours
* Developing and introducing flexible work solutions.

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| **Vodafone UK, Cairo, Egypt** | **Mar 2010–Mar 2011** |
| **International Advisor “Customer service”** |  |
| **Key Responsibilities:** |  |

* Worked as an international advisor in the UK department calling centre in the 1st line technical support where my KPI'S depend on the customer satisfaction survey.
* Have delegation from my manager to deal with complains and hard calls

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| **Berlitz Language Centre, Cairo, Egypt** | **Feb 2009– Mar 2010** |
| **English instructor** |  |
| **Key Responsibilities:** |  |

* Worked as an English instructor for adults & teaching in different companies
* Make sure they can use their English easily in their daily life & help them to feel more confident talking and speaking in English

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|  | **Rajac language school, Egypt, Cairo** | **Sep 2007 – May 2008** |  |
|  | **English Teacher** |  |  |

**Key Responsibilities:**

* Used to teach 3rd grade English where I help the kids to express themselves and deal with special needs as well.

**EDUCATION**

* **Bachelor in Tourist Guidance,** Faculty of Arts (Ain Shams University)
* **B.B.C International School ,** high School

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**PROFESSIONAL CERTIFICATIONS& COURSES**

* Human Resources Management The American University in Cairo
* Total Business Mastery & crisis Management Mini MBA by “Brian Tracy”
* Leadership Training for Managers Dale Carnegie
* Lean Six Sigma Yellow & Green Belt American University in Cairo
* PMP COURSE Amid east in Cairo
* Key Performance Indicator American chamber of commerce
* Gamification For Business GAMUP, for Gamification services, training & consultancy
* ICDL Computer course
* Diploma in business Administration (Wales International University)
* Human Development & Qualification of labour Market (Canadian Training Centre of Human Development)
* Stress Management &Crisis (IFTD)
* Effective Communication skills (IFTD)
* Time Management (IFTD)
* Diploma in customer service Management (IFTD)
* Diploma in Project Management (IFTD)
* Modern Management & Leadership (IFTD)
* Diploma in Marketing & Sales (IFTD)
* Life Coaching & Corporate Culture Program (It’s All About me) EDGE Consultants
* Rules of Wealth (IFTD)
* Mind Map (IFTD)
* Memory & Remembering (IFTD)
* Management of Feelings & Emotions (IFTD)

**Date of Birth:** 29thMay 1986♦ **Nationality:** Egyptian♦ **Language Known**: English &Arabic

* **Driver License**: Egyptian

**Marital status**: Married♦ **References:** Available upon request

**Email:** shaimaa-396856@gulfjobseeker.com

I am available for an interview online through this Zoom Link <https://zoom.us/j/4532401292?pwd=SUlYVEdSeEpGaWN6ZndUaGEzK0FjUT09>

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