

Holds a B. Sc. in Business Administration and Human Resources and has about 2 years hands-on experience in HR field.

## **PERSONAL DATA**

Nationality : Egyptian  
Birth Date : 01/01/1990  
Gender : Female  
Marital Status : Single  
Residence : Giza, Cairo

## **EDUCATION**

: B. Sc. in Business Administration and Human Resources, Sadat Academy for Management Sciences – Cairo, 2010

## **LANGUAGES**

Arabic : Native Language  
English : Very Good

## **COMPUTER SKILLS**

: Windows, MS Office, Internet  
: AutoCAD

## **TRAINING COURSES AND CERTIFICATIONS**

: HR Certificate in AUC, 2012.  
: Human Resource Management, Cambridge International University (in Yat Learning Center), 2011.  
: ICDL in YAT Learning Center, 2011.  
: English course in British Council (General - pre-advanced), 2010.  
: English course in British Council (Conversation - advanced), 2010.  
: Essentials of HR Management Certificate / USA program - American Chamber of Commerce in Egypt, 2010.  
: Towards an Outstanding Human Resources Management Workshop, 2009.  
: Summer internship at MK Engineering Consultant (Sep./Oct. 2007): AutoCAD Drafter.

## CHRONOLOGICAL EXPERIENCE RECORD

**Dates** : From Feb. 2012 till now  
**Employer** : Resource Professionals (RP) Recruitment Agency  
(One of the largest and most experienced Egyptian companies specialized in providing Manpower, Recruitment, Consultancy and Training. We provide the best specialists for companies like Aramco, Coca Cola, Siemens or Texaco.)  
**Job title** :

- Saudi Aramco Account Manager (from Sep. 2012 till now)
- Recruitment Specialist

**Job Description** :

- Handling recruitment process to all levels.
- Specific recruitment processing tasks include: short listing candidate CV's against job descriptions, updating vacancy and applicant status within the recruitment procedure, organizing interviews, producing interview schedules and conducting initial interviews.
- Manage candidate records on software and, ensuring that all data and information is accurate and up to date.
- Responsible for effective and fast recruitment processes both internally and externally.

**Dates** : From Jan. 2011 till now (part time)  
**Employer** : MK Engineering Consultant  
**Job title** : Administrative Coordinator  
**Job Description** :

- Calculate salary and overtime payments according to predefined formulas and templates.
- Execute pre-screening for CV's.
- Screen CV's to verify data of work history, education and job skills.

**Dates** : From Oct. 2010 till Jan. 2011  
**Employer** : Xceed  
(Xceed is a rising star of quality, multilingual contact centers and Business Process Outsourcing services provider. With a total capacity of 2000 web-enabled multi channels, Xceed manages various outsourcing programs with commercial and governmental clients worldwide.)  
**Job title** : Customer Service Representative in Du Company  
**Job Description** :

- Deal directly with customers by telephone.
- Respond promptly to customer inquiries.
- Handle and resolve customer complaints.
- Obtain and evaluate all relevant information to handle inquiries and complaints.
- Direct requests and unresolved issues to the designated resource.
- Record details of inquiries, comments and complaints and actions taken.