

Bassem Nabil Omran Mohamed

People and Culture lead | People Operations Lead | Human Resource manager | Personnel Supervisor | Personnel Manager | HR Business Partner | HR Supervisor

A highly skilled People and Culture Lead with over 8 years of experience in personnel management, payroll, recruitment process optimization, and employee relations across various industries. Proven expertise in labor law, social security law, and ensuring compliance with legal and regulatory standards. Experienced in managing complex employee relations issues. Very Good in English with excellent communication, negotiation, and presentation skills.

Competencies

Personnel Management | Recruitment | Employee Onboarding | Compensation and Benefits | Employees Relations | Personnel Files Management | HR Policy Implementation | Compliance and legal Standards | Huge Manpower | Leave Calculation | Employees Data Management | Salary Certifications | Employees Investigations

WORK EXPERIENCE

CO. : Yalla Felsekka.com

Address: √ C El Morshedy st , Maadi, Cairo.

Title : People and Culture Lead.

Period : Nov 2023- Present.

Key Responsibilities:

- **Compliance and Legal Tasks:**
 - Audits all personnel records to ensure full compliance with legal, regulatory, and company standards.
 - Process and submit Social Insurance Form 2 for employees, ensuring compliance with social security laws.
 - Design, implement, and monitor the adherence to HR policies and processes, ensuring alignment with organizational objectives and legal requirements.
 - Oversee the timely renewal of employee contracts, ensuring compliance with organizational policies and legal requirements.
- **Employee Data Management:**
 - Audit the employee's data in the HR system, conducting audits to ensure data accuracy and compliance with privacy regulations.

- **Employees Benefits:**
 - Administer and manage employee benefits programs, including medical coverage, premium cards, and other Insurance policies, ensuring timely processing and clear communication of available options.
 - Coordinate and finalize the processing of outsourced employees' salaries, ensuring accurate calculation and timely disbursement in accordance with contractual terms.
 - Audit the payroll addition and deletion reports to ensure accuracy in payroll processing and prevent discrepancies.
- **Investigations:**
 - Handle employee's investigations with professionalism and confidentiality, ensuring fair and objective assessments and outcomes.
 - Collaborate with senior management to review and recommend updates to HR policies, procedures, and best practices to enhance workforce efficiency and morale.
- **Recruitment Tasks:**
 - Conduct HR interviews for Operations Department, ensuring a seamless recruitment process and alignment with organizational culture and values.
 - Collaborate with department managers to assess and evaluate employee performance during the probation period, providing feedback and recommendations for further development.
- **Vendor and External Relations:**
 - Maintain strong relationships with external vendors and service providers to ensure smooth execution of benefits, insurance, and other HR-related services.

CO.: Maxab for E-Commerce

Address: ٧٥ ST Misr Helwan Al Zeraea , Al Zieny Tower, Maadi, Cairo.

Title : People Operations Lead.

Period : May 2023- Nov 2024.

Key Responsibilities:

- Monitor and manage all personnel activities such as Hiring, contract renewals, probationary periods, terminations, and so on, as well as their conformity with Egyptian labor law.
- In charge of all personnel activities and interacting with government agencies such as the labor office and social insurance Office.
- Overseeing all people operations projects
- Review HR letters, reports, labor permits, and no-show letters before sending via post office.
- Track team response on communication mails and respond to departmental related reports or inquiries.

- Hold meetings with team members to discuss performance and follow up on their progression. And Conduct performance appraisals to improve performance.
- Follow up with the finance department on the emergency box monthly payment, the social insurance monthly payment and all other monthly mandatory payments for the labor office.
- Complete and submit social insurance Form ٢.
- Oversee the people operations team for the entire country.
- Create necessary reports and statistics on a regular basis.
- Keeping all required personnel processes relating to staff terms and conditions of employment up to date, implementing, and monitoring them to ensure that the company conforms with legal requirements and best practices.
- Following up updating employee's files to record personnel actions and provide information as needed.
- Handle governmental audits on time, preparing audit forms and necessary documents, and following up on labor and social office complaints.
- Guide the ER and Business Partners Teams and provide legal counsel.

CO.: Maxab for E-Commerce

Address: ٧٥ ST Misr Helwan Al Zeraea , Al Zieny Tower, Maadi, Cairo.

Title : Senior People Operations Specialist.

Period : Feb 2022- May2023.

Key Responsibilities:

- Maintain and update employee records consisting of benefit records, employment history records and existing employment status.
- Processes new employees, employee terminations, leaves of absence, and other personnel actions, using appropriate forms.
- Explains department personnel policies and benefits to new employees.
- Assists in statement of employment or notice of appointment contracts
- Audit the database and social insurance tasks.
- Proceed with payroll cycle for blue color.
- Assist the People Operations Manager in planning for People OPS team.
- Responsible for internship programs.
- Assist in department members interviews.
- Follow up and Audit with all the on-site HR specialist.
- Administer and follow-up all employment-related documents, employee's data upload on the system to ensure effective handling and update employee-related data information in employees' files and system as well.

- Deal with Governmental and official entities including: Labor offices, Social Insurance, Medical & Health Entities.
- Respond to employees' queries and resolve issues in a timely and professional manner.
- Create, implement, improve, explain, and monitor HR policies, procedures, and standards
- Proceed with Exit interview for the resigned employees.
- Planning and Leading All the personnel projects.
- Proceed with contracts renewals.

CO. : Professional Services-Proserv (HR Consulting and services)

Address: ١٠ ST ١٥٠, Ehorrieya ٣ Squair, Maadi, Cairo.

Title : Senior Payroll and Personnel Specialist.

Period : August 2021 - Feb 2022.

Key Responsibilities:

- Implement the employment procedure in relation to the hiring and resignation/termination process, to ensure full compliance with the labor law and organizations policies and procedures.
- Assistant the completion and update of the periodical governmental forms required by the Insurance and Labor Offices;
- Proceed with HR operation Tasks (Employees requests, HR letters,etc).
- Prepares reports by collecting, analyzing, and summarizing data and trends
- resolves issues and problems related to Payroll and personnel for our clients.
- providing excellent customer service to our customers.
- Perform Administrative Duties that keep HR departments running as entering data into payroll contracts, process information changes, delete old files and physically organize files as well.

CO. : Tawasol Telecom.

Address: ٦ El-Khalily st , EL Nozha , Cairo.

Title : HR Specialist.

Period : July 2019 - August 2021.

Key Responsibilities:

- Checking attendance fingerprint devices and workers leave account and delays in the company's headquarters and prepare monthly lateness deductions salaries at the end of month.

- Responsible for all requests regarding Mobile line.
- Responsible for receive the hiring documents from the new joiners.
- Filtering resumes and contact applicants for appointments to schedule an interview with HR Section Head.
- Responsible for submitting new employees' documents in social insurance office on time and work to confirm the registration of the employees.
- Collaboration with the human resources seniors to accomplish department objectives.
- Proceed with HR operation Tasks (Employees requests, HR letters,...etc).
- Proceed with social insurance forms (1,6) and all the social insurance requests.
- Responsible for all medical insurance transactions.
- Proceed with the resignation process.

CO. : Willis Towers Watson Egypt

Address: East Park building 3rd Floor, Plot 34, Marwaha Division, Katamya, Cairo, Egypt.

Title : HR Specialist.

Period : November 2017 - Till June 2019

Key Responsibilities:

- Checking attendance fingerprint devices and workers leave account and delays in the company`s headquarters and prepare monthly lateness deductions salaries at the end of month.
- Prepare the monthly payroll report with all deductions, new hired, resigned employees and all the salary changes.
- Responsible for all requests regarding Orange services (Mobile line/Roaming services, Installments and invoices.
- Responsible for receive the hiring documents from the new joiners, sign contracts and providing them with: bank accounts, Laptop, Mobile line ...etc.)
- Audit files regularly to ensure the accuracy and integrity of HR processes as well as updating employee's data on HR system.
- Filtering resumes and contact applicants for appointments to schedule an interview with HR Section Head.
- Proceed with HR operation Tasks (Employees requests, HR letters...etc.).
- Proceed with social insurance forms (1, 2 ,6) and all the social insurance requests.
- Responsible for all medical insurance transactions.
- Proceed with the resignation process.

CO. : Orange Egypt

Address: 2005C Nile City, Corniche El Nile, Ramlet Boulaq, Cairo Egypt

Title : In House Team, Corporate Sales, Sales & Marketing, Commercial department.

Period : September 2015 - November 2017.

CO. : Etisalat Egypt

Address: Maadi 9 ST. Store

Title : Sales Representative

Period : November 2014 - September 2015.

CO. : Vodafone

Address: Zamalek express store. El Mansour Mohamed St. Zamalek Cairo

Title : Retail senior Sales Representative

Period : April 2012 - September 2014

CO. : Mobinil

Title : Sales Representative

Period : November 2011 - April 2012

EDUCATION

- 2005-2009 Cairo University Cairo, Egypt.
- B.A. in Arts.

COURSES & TRAINING

1. Advanced HR Diploma at EG Cham Accredited by SHRM, CPD & HRCI. (Jan 2020 – Present)
2. Professional HR Diploma at EG Cham Accredited by SHRM, CPD & HRCI. (Aug 2023 – Dec 2023)
3. Payroll Management at Pro-Serve Accredited by SHRM, & HRCI. (Dec 2021)
4. Labor Law & Social Insurance Law Workshop at Leaders Accredited by SHRM & HRCI. (June 2019)
5. Basic Business Skills Acquisition (BBSA): (Sep 2009-Jan 2010)

Sponsored by the Future Generation Foundation (FGF) Cairo, Egypt and implemented by Berlitz Training Center and Dale Carnegie Training Center including:

- Developed English Language and Computer skills.
 - Enhanced Presentation & Project Development skills.
 - Acquired basic business skills including: marketing, sales, banking, accounting, business correspondence and report writing.
 - Dale Carnegie Seminar (DCS); Communication Skills course, enhanced me how to deal with other and self-confidence
 - World class customer service
 - Business English.
6. Presentation skills – Time management – Leadership – Team work & Communication skills – Building a Career at Key. (During the Academic Year 2008 – 2009)

LANGAUGES SKILLS

- Arabic : Mother tongue.
- English : Very Good command of both written and spoken English.

COMPUTER SKILLS

- Good Knowledge of Windows applications, MS Office, AI, and Outlook.

PERSONAL SKILLS

Leadership, Communication and Negotiation skills, Adaptability and Problem-Solving,

PERSONAL INFORMATION

Address: Wadi Hof, Cairo, Egypt.

D.O.B : 16/09/1988
Nationality : Egyptian
Military service: Finished
Marital Status : Married

Mob: 01000951212

E-mail: bassemnabilomran@gmail.com