



Name Hebat-Allah El-Sayed Ahmed Mohmadey
Address 112 El-Trolli st., El-Masala -Ainshams

Objective

Seeking for a challenging position in a well-established organization where I can utilize my skills, gain experience and contribute in its progress.

Education

BA of Arts, Egyptology Department – AinShams University 2007.

Experience

- Operation Account Manager at Qsource from 11/2018 till present.

Job Description

- Operates as the lead point of contact for all matters related to customers and outsourcing and backup staff.
- Responsible for all received requests related to hiring process from outsourcing and backup staff by e-mails or phone calls and forward them accordingly to HR Department.
- Responsible for all replacement requests received from clients and report them to Recruitment Team to start the replacement process.
- Receive client new job vacancies requests and forward them accordingly to HR Recruiter to start the recruitment process.
- Conduct business meetings quarterly with direct manager to discuss the operations running process.
- Set backup plans per month and allocation at the beginning of each month and report them to direct manager.
- Follow up the backup team attendance daily.

- Receive all outsourcing and backup team requests, solve any problem related to their work and report them to direct manager.
- Receive all outsourcing and back up staff vacations requests and update vacations sheet.
- Send backup team Transportation sheet to finance in order to administrate payroll.
- Set a periodically performance review plan to ensure customer and employee satisfaction.
- Maintain and update client data sheet.
- Conduct semiannual/annual meetings with clients, employees and with cooperation of HR team to ensure the process of performance appraisal.
- Follow up the training process to ensure backup team is getting all training courses needed for improvement according to market trends.
- Reporting any financial changes on outsourcing salaries monthly.
- Receive NHDF sheet from HR Recruiter and update client sheet accordingly.
- Handling client contract renewal process under supervision of direct manager.
- Responsible for new hire/backup team salaries, bank account process and reporting them to direct manager.
- Conduct business meetings with clients to ensure client's satisfaction.
- Build and maintain strong and long lasting customer relationships.
- Send a Quotation for existing Customers after negotiation about the increase or any increasing

➤ Office Manager at Microfilm Egypt from 2/2017 to 7/2018.

Job Description

- Oversee and support all administrative duties in the office and ensure that office is operating smoothly
 - Manage office supplies inventory and place orders as necessary
 - Greet visitors, answer and direct phone calls.
 - Receive and sort incoming mail and deliveries, and manage outgoing mail
 - Develop office policies and procedures, and ensure they are implemented appropriately
 - Manage office budget
 - Provide other administrative support as necessary, including scheduling group meetings, maintaining calendars, doing research, and creating reports
- Office Manager at TA-Pharma from 7/2012 to 10/2016.
- HR Assistant & office Manager at IT Land from 8/2010 to 4/2012.
- Executive Secretary at Booz Allan & Hamilton from 6/2008 to 6/2010.

Courses

- Advanced HR Diploma at EgyCham – In Progress.
- Human Resources Management Diploma at EgyCham (35 hours) - Accredited by AinShams University and HRCI.
- Business English by Mr. Abdul Rahman Amer from English Capsules 2020
- Email Etiquette and communication skills by Mr. Abdul Rahman Amer from English 2020
- Conversation English by Mr. Abdul Rahman Amer from English 2020
- Professional Diploma in Integrated Human Resources Management by using advanced computer applications (Oracle R 12.0.1) from 04/2010 to 12/2010
- Basic Business Skills Acquisition (BBSA) Cairo, Egypt Sponsored by the Future Generation Foundation (FGF) from 01/2008 – 04/2008.

Skills

Computer Skills

- Microsoft Office
- Internet Searching

Language Skills

- Arabic: Native.
- English: Good.

Personal Skills

- Work Under Pressure
- Hard Worker
- Organized, Flexible and adaptable
- Good Communication and Presentation Skills

Personal Information

- Birth Date: March 7th 1986.
- Marital Status: Single.

References are ready upon request