
Mirna Mamdouh Farag Shaker

HR Coordinator | with strong Communication Skills and Passionate about Employee Engagement.

Personal Info

Achievements

28Jun2024-27Sep2024

- HR Diploma by Egy Cham.
 - Hr career path.
 - HRM Evolution.
 - HR and competitive advantage.
 - Firm performance indicators.
 - HR planning.
 - Dealing with labor surplus & shortage.
 - Job analysis/ job description.
 - Job analysis scenarios.
 - The difference between Talent Acquisition/Recruitment & Selection.
 - Selection mistakes & Tools.
 - Recruitment Source.
 - How to create Job Ads.
 - Labor Market.
 - CV Filtration .
 - Interview Types & Forms.
 - How to Evaluate the Employee in the interview.
 - Body Language.
 - Effective / Ineffective Interviews.
 - Yield Selection Ratio.
 - How to make a professional Job Offer.
 - Compensation Types/ Benefit types.
 - How to conduct Salary Survey.
 - Job Evolution Methods.
 - Salary Scale & Salary Structure.
 - Training Intro.
 - Training Needs Analysis (TNA).
 - Training Design & Evolution.
 - Egyptian Labor Law.
 - Women & Children Labor.
 - Cases of ending employment relationship.
 - Social Insurance & Taxes.
 - Payroll Sheets.
- Customer Service course by Orange for 19 days , 152 hours.
- Accounting and Finance introduction Fundamentals Course – CLS Learning Solution.
- Training course for the labor market, by National Egyptian

31May2021-25Jun2021

10Oct2020-13Nov2020

20Jul2019-1Aug2019

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- Development Association (NEDA) for 12 days,72 hours.
 - International Computer Driver's License (ICDL)
 - Psychology Course – St. Mark Cathedral
 - Securities and the stock market Course – Cairo University
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Education

Sep2014-May2018

Faculty of Commerce, Cairo University

Studied many topics including accounting, management and insurance. Then I specialized in accounting with good grade.

Experience

Sep2024-Present

- Working as a HR Coordinator at BGP International Chinese Company for petroleum Services.
 - Preparing Form 1 & form 6 , and the emergency box letter.
 - Following Up and Update the leaves for the employee every month.
 - Responsible about the HR letter for the employees.
 - Revising all the sheets, forms, and letters before new employee start working or sending them.
 - Manage business health insurance applications for local Egyptian staff.
 - Conduct interviews and participate in the recruitment of local staff in Egypt.
 - Assist in verifying local employee social insurance, tracking ongoing developments.

Dec2022-May2023

Jun2021-Nov2021

- Provide simple translation of routine office documents.
- Coordinate mailings between the Matrouh and Alexandria offices.
- Dealing with the post office, sending and receiving.
- Worked as a freelancer data entry agent at Pixelogic media.
- Worked as a Customer service agent-corporate team at Orange.
 - Take inbound and make outbound calls with customers.
 - Responding to questions and concern about the products or service offers.
 - Identifying customer's needs, clarify information, research every issue and providing solutions.
 - put the data in the CX and Seibel system during the call.
 - take actions in the system during the call.
 - Meet personal/team qualitative and quantitative targets.
 - handling customers in a suitable way and make them satisfied.

Jan2021-Feb2021

Dec2019-Oct2020

- Worked as a data entry agent at Chemipharm Company.
- Worked as a Document Controller at Egyptian French Joint Venture (EFJV) Company for Cairo Metro Line 3 sharing with VINCI , Bouygues , Orascom and The Arab Contractors Companies.
 - classify the engineering drawings.
 - send the number of drawings to every team.
 - document them in the excel sheet.

2014-2018

- Worked as an English, Arabic and French teacher.

Skills

Languages

English : very good.

Arabic : Mother Tongue.

French : Basic reading and writing.

- Microsoft office products skills (Word,PowerPoint,Exceland Outlook) : excellent.
- Good communication skills.
- Ability to work in a team work and individually.
- Ability to learn new skills quickly and learn from other experience.
- Helpful personality.
- Honesty and hard working.
- Great ability to handle customers.
- Great ability to make the customer satisfied.
- Great ability to work under stress.
- Adaption to conditions.
- Time Management.
- Enthusiastic.
- Initiative.
- Administration.
- Confidentiality.
- Attention to details.

Feel free to contact me about any further references.