

Mohamed Fathy Ibrahim Mokhtar

Professional Summary

Aspiring Human Resources professional with a diploma in Human Resources. Eager to apply and expand my knowledge across all key HR areas, including recruitment and talent acquisition, employee relations, training and development, performance management, compensation and benefits, and organizational development. Passionate about creating supportive work environments, enhancing employee engagement, fostering diversity and inclusion, and contributing to team success and satisfaction. Committed to driving organizational growth through effective HR practices that improve employee satisfaction, retention, and overall performance.

Work Experience

❖ Cady For Trading & Construction
Recruiter(Internship 1 Month)

Cairo
Jul 2024 - Dec 2024

- Identifying hiring needs: Collaborating with managers to determine staffing requirements and understand job specifications.
- Preparing job descriptions: Writing and posting job advertisements to attract qualified candidates.
- Sourcing candidates: Utilizing databases, job boards, and social media platforms like LinkedIn to find potential candidates.
- Conducting interviews: Screening resumes, conducting initial interviews, and coordinating final interviews with hiring managers.
- Managing recruitment processes: Scheduling interviews, extending job offers, and ensuring all required documentation is completed.

❖ iSON Xperiences,
Real-Time Management (Workforce Team)

Cairo
Apr 2023 - Jun 2024

- Oversight of Operations: Supervised real-time operations, ensuring adherence to performance metrics and swift response to operational challenges.

- Performance Monitoring: Utilized dashboards and reporting tools to monitor team productivity, identify bottlenecks, and implement improvements.
 - Workflow Management: Coordinated workflows and resource allocation to optimize efficiency during peak times and maintain service quality.
 - Data Analysis: Conducted in-depth analysis of performance data to forecast trends, identify areas for improvement, and enhance operational processes.
 - Cross-Functional Coordination: Worked closely with other departments to resolve issues and streamline processes, ensuring minimal disruption to service delivery.
 - Strategy Development: Developed and executed strategies for peak period management, improving response times and customer satisfaction.
- Boosted overall team productivity by 30% by optimizing workflows and resource allocation.
- Improved peak period handling with strategies that increased efficiency and customer satisfaction.

❖ iSON Xperiences,
Team Leader

Cairo
Mar 2021 - Apr 2022

- Managed a team (Customer Service) to ensure excellent service, responded in real-time to customer needs, and helped the team achieve its goals.
- Achieved a 10% improvement in customer satisfaction through strategic handling of customer escalations and SLA management.
- Service Level (SLA) Management and investigation.
 - Handling Customer Escalations.

❖ iSON Xperiences,
Customer Service Agent

Cairo
Jan 2018 - Feb 2019

- Delivered excellent customer service, addressing and resolving customer concerns efficiently.
- Enhanced response time by 20% through efficient follow-ups and proactive issue resolution.

➤ **Tasks**

- **Follow-Up Team**

- Conducted follow-ups on customer queries, ensuring timely and effective responses.

- **Team Support**

- Supported team members, facilitating smooth operations and resolving issues promptly.

Education

- Bachelor's Degree in Arabic Language
Cairo University ٢٠٢١

- Diploma in Human Resources
EGY CHAM ٢٠٢٤

Certificates

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- **SHRM, HRCI, and CPD** in Human Resources - Covering critical areas such as labor laws, performance management, and employee development, equipping me to address complex HR challenges and drive workforce improvements.

Skills

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- **HR Operations & Management**
 - Real-Time Operations
 - Issue Resolution Management
 - Performance Metrics & Dashboards
 - Peak Period Strategy Development
 - Workflow Optimization
 - **Human Resources Core Functions**
 - Recruitment & Selection
 - Employee Relations & Engagement
 - Performance Management
 - Training & Development
 - HR Policies & Compliance
 - **Technical Skills & Tools**
 - Data Analysis & Forecasting
 - Microsoft Office (Excel, Word, PowerPoint)
 - HRIS Management
 - **Leadership & Collaboration**
 - Cross-Functional Coordination
 - Leadership

Languages

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- Arabic: Native
 - English: B٢