

RESUME

Heliopolis, Egypt
29th November 1987
Married

DINA TAWFIQ

HUMAN RESOURCES PROFESSIONAL

PROFESSIONAL SUMMARY

Skilled professional with more than 10 years of experience in the field of Human Resources operations, recruitment, OD, personnel and training with strong skills in establishing & implementing company policies in different industries as Marketing Research, Manufacturing and FMCG

EDUCATION

FACULTY OF COMMERCE, AIN SHAMS UNIVERSITY - Major: Accounting, 2009

POST GRADUATE STUDIES

- ❖ **Online Recruitment Management Course – Level 4, from Oplex Careers, Grade 100%**
The Recruitment Industry, Recruitment Cycle, Client Acquisition, Recruitment Strategy, Candidate Attraction, Candidate Management, Interviewing, In-House Recruitment, Technology in Recruitment, Legislation
- ❖ **Human Resources Management Diploma, from The Egyptian Chamber 2015, Grade A**
Recruitment, Training & Development, Employee Relations, Compensations and benefits, Labor Law, Performance Management
- ❖ **Business Administration Diploma, from The Egyptian Chamber 2014, Grade A**
- ❖ Human Resources, Strategic Management, Marketing, Leadership, Project Management, Business Finance
- ❖ **Certified Management Accounting (CMA – Part I), from The American University in Cairo 2010**

PROFESSIONAL EXPERIENCE



Regional Head of HR – Egypt & KSA

December 2019 – Present

- Developing and maintaining a human resources system that meets top management information needs.

- Recruiting, interviewing, testing, and selecting employees to fill vacant positions.
- Analysing salary reports and data to determine competitive compensation plan.
- Preparing budget of human resources operations.
- Identifying legal requirements and government reporting regulations affecting human resources functions and ensures policies, procedures, and reporting are in compliance.
- Oversee the company's payroll.
- Developing and monitoring overall HR strategies, systems, tactics and procedures across the organization.
- Assessing training needs to apply and monitor training programs.
- Keeping records of benefits plans participation such as insurance and pension plan, personnel transactions such as hires, promotions, transfers, performance reviews, and terminations, and employee statistics for government reporting.
- Advising management in appropriate resolution of employee relations issues.
- Responding to inquiries regarding policies, procedures, and programs.
- Preparing employee separation notices and related documentation, and conducts exit interviews to determine reasons behind separations.



Recruitment Consultant & CSR Officer - Markkazi

January 2019 – December 2019

A social enterprise recruitment consultancy based in London UK specialise in Social Housing and Public Sector. My role includes but not limited to:

- Generate business leads to the agency in the field of Social Housing & Public sector in UK.
- Advertise job posts, screen CVs, interviewing, shortlisting, sending offers and reference check.
- Responsible for after hiring process by providing quality assurance to the clients.
- Handling all CSR projects such as: **Breast Cancer Awareness Campaign** in April 19 which took place in Egypt, **Refugees Integration Through Dignity, Healthy and Employability** which is still going till 2020 between many countries all over the world.



HR Manager – Lychee Fruit Bar

January 2017 – December 2018

Establishing HR Dept. from scratch starting with implementing rules & policies that matches the company vision and goals.

Recruitment:

- Set the annual Manpower plan and its implementation, in addition to tracking the headcount on a weekly basis in order to address the company's workforce needs.
- Set, update and ensure effective implementation of the hiring selection process (internally & externally) across the company for white & blue collars and provide guidance and direction to hiring managers during the interviewing and selection process using different assessment tools.
- Monitor monthly / annually turnover rates through analyzing data extracted from the exit interviews and recommending methods in order to decrease its rate.
- Perform interviews with candidates, shortlist them and provide shortlisted candidates to senior management and eventually provide job offers to potential candidates.
- Manage & conduct the on boarding& Induction Program in order to secure a smooth introduction for the company new comers & ensure sending new hires announcements to all company employees.
- Deal with HR suppliers; Recruitment Agencies, Surveys providers, out sourcing companies ...etc.
- Handling the job analysis and jobs descriptions to ensure all staff are aware of their duties and responsibilities followed by setting performance management system.

Personnel & Employees relation:

- Manage the day-to-day efficient operation of the HR office.
- Update/Supervise the HR reports such as Headcount, Annual leave balance, staff employment documents record, etc.
- Evaluate the effectiveness of all HR programs and recommend changes as appropriate.
- Supervise all legal matters with governmental offices such as social insurance, labor office, etc.
- Responsible for investigations with staff in any breaking rules incidents such as Theft.

Compensation & Payroll:

- Supervise all Payroll administration and compensation.
- Responsible for keeping all in and out records for all employees to prepare monthly effects sheet every month used in the payroll process.
- Seek and apply proper benefits programs to retain employees in compliance with Market trends.

Training & Development:

- Determine the training assessment needs for all the company's on actual basis.
- Estimate the cost of training programs with recommendations according to be approved by the upper management.
- Keep updates training records to meet the requirement of system auditing.
- Conduct evaluation for the training & activities and measuring the training output.
- Developing performance appraisals tools and trains the line manager in how to appraise their subordinates
- Implementing promotion system & career path as a relationship between performance and training qualification to determine promotion potential along with the upper management.



Assistant Director of Support Functions – Al Araby Group of Companies & Factories – Marketing Research Department

May 2014 – February 2016

HR Responsibilities:

- Lead and guide staff on time management system and supervises the yearly vacation planner.
- Supervising the monthly payroll with the general payroll department.
- Updating the organization chart following by job analysis to interpret it to job descriptions.
- Setting the man power plan follow by handling recruitment starting from posting the job ads, screening CVs and filtering the right calibers and archive other qualified calibers as a back-up then follow up on the hiring process.
- Set the orientation programs for the new comers included their duties, company policies and rules.
- Ensure the performance appraisal system is fulfilling its purpose and set the yearly salaries increment accordingly.
- Identify training needs through analyzing the staff capabilities\performance.
- Suggest and provide good\relevant training courses for different units through TNA starting from setting the plan for the chosen training courses (choosing the instructor\Education center, the location, logistics, trainee's attendance, evaluation survey, etc.).
- Following up with the governmental authorities to be updated for any changes happens in the labor law clauses.
- Update the salaries scale for the company field\industry to match the market.
- Facilitate smooth cooperation & relations between employees.

Finance Responsibilities:

- Preparing projects budgets in cooperation with the project manager to ensure cost effectiveness.
- Arrange all other necessary requirements for any assigned projects (incentives, hotel reservations, tickets, etc.).

Administration & IT Responsibilities:

- Responsible for following up on day to day admin tasks.
- Facilitate meetings reservations and record minutes of meetings.
- Responsible for providing stationary & equipment regularly as per department needs and monitor their use.
- Monitor regular protocols and updates (such as timesheet, etc.) and ensure having them followed fully.
- Design general protocols under GM supervision.
- Responsible for arranging the department car schedule according to the project's schedules.
- Follow up on office maintenance (fax, photocopying machine, etc.).

- Follow up with IT department regarding new comers' requirements (Email – LYNC – Laptop – telephone, etc.).



HR & Administrative Manager – Feedback Market Research

April 2013 – March 2014

- Setting procedures and forms related to Human Resources that comply with company goals.
- Conduct job analysis following with job descriptions to all the staff members then update the org chart.
- Handle recruitment starting from screening CVs, filtering then hiring the right candidates.
- Handle the personnel procedures (Social insurance, taxes, and medical insurance) supervised by legal advisor.
- Coordinating with department heads to set and arrange appraisals which upon it determine the salary increments.
- Managing staff attendance and update leave records for all staff accurately
- Coordinating with department heads to identify training needs and arrange training through suppliers according to the budget.
- Manage payroll; monthly salaries, overtime and bonus payment for staff.

Associate HR & Administrative Manager – Feedback Market Research

July 2011 – March 2013

- Managing and implementing HR strategies and policies.
- Participate in staff performance management and career development.
- Coordinate HR policies and programs with emphasis on the benefits and payroll areas, insuring that the organization is in full compliance with applicable laws and regulations.
- Plan, direct, and supervise all activities related to the administration.

Administrative Assistant – Feedback Market Research

July 2009 – June 2011

- Replying to the emails received by the clients.
- Planning, scheduling meetings and maintaining office files and documents.
- Appointing new employees and give training.
- Handle managerial duties in the absence of manager.

COURSES & ACTIVITIES

- ❖ Attended Egyptian Labor law workshops 2016
- ❖ Banking Skills Course, from Ain Shams University 2011
- ❖ The International Computer Driving License (ICDL), from Ain Shams University 2006

- ❖ Financial Accounting Course, from Ain Shams University, Grade A, 2005

HONORS & AWARDS

- ❖ **March 2012** – Star Employee of the Year (Feedback Market Research)
- ❖ **October 2014** – Employee of the Month (El Araby Group)
- ❖ **July 2018** – Star Employee (Lychee Fruit Bar)

SKILLS & COMPETENCIES

- ❖ Very good knowledge of MS Word, Excel and Power Point Excellent command of both written and spoken English Excellent Interpersonal skills.
- ❖ Ability to work in a dynamic and multicultural environment.
- ❖ Ability to handle multiple business pressures and operate effectively under stress.
- ❖ Capable of working in a team & individual.
- ❖ Strong presentation skills, public speaking, negotiation skills, Leadership skills & management skills.

THANKS