

ABDULLAH SAMIR

Senior HR & Admin Specialist

Haram, Giza, Egypt



EXPERIENCE

Senior HR & Admin Specialist

Sea Port for Trading and Engineering

Nov. 2015 – Ongoing Cairo, Egypt



Job Description: -

Recruitment Functions:

- Handle all recruitment activities for blue collars and white collars (recruitment justification forms – role profiles – job posting – communication with recruitment agencies – initial HR interviews – prepare and negotiate job offers – pre-boarding communications – recruitment for new comers and HR orientation).
- Independently handled the whole recruitment process starting from receiving and identifying employment request from department heads then go through placing job announcements, screening, filtering, classifying all incoming CV's and shortlisted them to considered department heads for final review then inviting shortlisted candidates by e-mails and telephone calls for potential test and interviews.
- Going through the hiring stage by sending job offers to the selected candidates, negotiating the offers and starting dates.
- Conduct exit interviews.

Payroll and Personnel:

- Conduct payroll monthly activities (payroll review – reports and bank transfers).
- Review and calculate monthly payroll transactions (overtime – allowances – deductions ...etc.).
- Issue HR letters and certificates of experience.
- Carry over hiring and on-boarding process including the following:
 - Follow-up employees' credentials.

I Live With

Sometimes you win, sometimes you learn.

SUMMARY

Human Resources & Admin Specialist offering 4 years in Human Resources and Recruiting. Experts in Analysis & Design of Work & Jobs and Administrative Environments. Highly driven to achieve Company goals.

Efficient HR & Admin Specialist with expertise in developing and implementing HR plans and Procedures smoothly and with guidance.

Practical Experience in Express (4 years) Operations and Customs clearance.

Successful experience in customer service/ support management with recognized strengths in customer relations, problem solving and trouble shooting.

- Prepare governmental documents in regard to social insurance.
- Handle all off-boarding process for terminated or resigned employees including the following:
 - Clearance form.
 - Finalize governmental documents.
 - Certificate of experience.
 - Memos for remaining financial settlements.
- Advise and consult with employees regarding personnel questions, policies, regulations and grievances.
- Maintain and review employees' records and files to ensure compliance with Egyptian labor law.
- Tracking attendance, absenteeism, license renewals, ID application...etc.
- Issued ATM's and credit cards in coordination with our Bank.

“SEA PORT was established in 2009. Fast Growing & promising company in the Egyptian market in the sales of spare parts for commercial trucks. Now, it’s considering on of the leading companies in its field.

The end of 2016 we added two sectors, (Transportation Sector – and Integrated Contracting sector).

Performance Management, HR Support & OD Development:

- Maintain and monitor employees' database to ensure data validity, completeness and accuracy.
- Prepare company's Org Chart.
- Prepared “Job Analysis” that includes the Job Descriptions and job specifications for each position within the company.
- Active role in planning, preparing and implementation of HR management executive programs.
- Develop current policies & procedures for different company's departments in line with department heads and deliver them to all employees to ensure their full awareness.
- Suggesting improvement actions which helping in improve work performance.

Administrations Functions:

- Handle day-to-day secretarial duties such as correspondence, photocopying, collating reports, report typing, receiving/sending faxes, filling...etc.
- Prepared and/or generate routine correspondence, letters, memoranda, forms, reports & other documents.
- Oversee the provision of general office services including all stationary, Laptops, Computer accessories, ...etc.
- Organizing and saving HR forms & files, beside entering data on computer and assisting HR Manager in his responsibilities beside performing his roles during his vacations, sickness, travelling or position vacancy.

EXPERIENCE

Clearance Clerk



TNT Express World-Wide network

Jan. 2012 – Oct. 2015 Cairo, Egypt

- Knowledge of customs clearance procedures, customs laws and customs duties & taxes on goods.
- Working on building relations with all authorities and customs centers, which in turn provide the necessary support for the company in the management of its operations.
- Preparing customs transactions related to imported & exported goods, and proceeding in clearance process for shipments.
- Responsible for making sure that every package has the right of customs release.
- Otherwise will be hold in customs.
- Follow up the mails from the Operation team to make sure from every package that has special order on it.

EXPERIENCE

Customer Service Representative

ECCO Outsourcing – Vodafone 888

Apr. 2011 – Dec. 2011 Cairo, Egypt



- Answer all the customers' requirements with accuracy method and solve their problems.
- Use the Customer Service skills.
- Commit with the call scenario and use it with the call.
- Commit with the Average Handling Time as per every project.
- Never do any short calls.
- Escalate any issue to the high level.
- Commit with the End User privacy information.
- Commit with the company rules.
- Commit with the schedule Adherence.

ACHIEVEMENTS



Persistence and Loyalty – Sea Port

Created a reward and incentive program after the third working month.

SWOT Analysis.

IT Helpdesk. (IT Department, consist of "IT Manager and I).



Solving problem, easy& simple - TNT

Succeed in finding a solution for the missed flight.

LANGUAGES

Arabic

Native



English

Very Good



EDUCATION

HR Management Diploma

EGYCHAM

Jan. 2016 – Apr. 2016



Bachelor of Social Work

Helwan University

Sep. 2003 – Sep. 2009

Thanaweya Amma

Alorman

Sep. 2000 – June. 2003

TRAINING

Basic Business Skills Acquisition (BBSA),
Sponsored by the **Future Generation Foundation (FGF)**



June. 2010 – Oct. 2010

- Developed Language and Computer Skills.
- Enhanced Presentation & Project Development Skills.
- Acquired Basic Business Skills including: Marketing, Sales, Banking, Accounting, Business Correspondence and Report Writing.

The Dale Carnegie Seminar in Effective Communications and Human Relations.

- Build greater self-confidence.
- Strengthen people skills.
- Enhance communication skills.
- Develop greater flexibility.
- Develop leadership skills.



World Class Customer Service (Dale Carnegie Training)

- Develop and define customer service skills.
- Resolve customer conflicts.
- Build decision-making skills.
- Develop negotiation skills.
- Reduce work-related stress.



ADDITIONAL INFORMATION

Date of birth: 27/02/1987

Military status: Exempted

Marital Status: Married (2 children)

TRAINING

Advanced Macromedia Flash MX
Al-Ahram Management and Computer Center (AMAC)

June. 2002 – July. 2002

Adobe Photoshop CS

Al-Ahram Management and Computer Center (AMAC)

March. 2002 – Apr. 2002

SKILLS

Analysis and Problem Solving

Achievement and Teamwork Oriented

Organization and Coordination Skills

Integrity, Initiative and CSR Oriented