

Hana Mousa Mourad Bseiso

Address : 17 Ahmed Hosny St., Nasr city , Cairo – Egypt .



Career Objective

Maintain and enhance human resources productively in an organization, manpower, identifying talent and deploying professional development programs in order to achieve organizational goals and fulfill employees' needs.

Education

Bachelor of Arts, Ain Shams University , European Civilization Department , June 1999

Experience

From May.2018– Present : **Alfapeople Middle East - HR Manager**



- Developing and administering human resources plans and procedures that relate to company personnel.
- Planning, organizing, and controlling the activities and actions of the HR department
- Contributing to the development of HR department goals, objectives, and systems
- Developing, revising, and recommending personnel policies and procedures
- Maintaining and revising the company's handbook on policies and procedures
- Performing benefits administration
- Maintaining affirmative action programs
- Maintaining department records and reports
- Participating in administrative staff meetings
- Maintaining company directory and other organizational charts
- Recommending new policies, approaches, and procedures

- Responsible about payroll, personnel and compensation & Benefits System
- Responsible for company policies & procedures development, review, changes & adaptation upon need
- Responsible for Internal / external audits within the compensation & benefits area
- Analyzed staffing requirement and directed the recruitment process - Instructed management regarding effective interviewing techniques using human resources methods.
- Conducted interviews for all management positions and issued hiring recommendations.
- Recommended important changes to other departmental managers regarding organizational policies and procedures.

**From Jul.2017 to April.2018 : Brilliance Business School
Academic Manager**



- Coordinate between Brilliance Business School and Swiss external partner Victoria University to issue the acceptance letters, final certificates & Transcripts for the Master students .
- Coordinate between Brilliance Business School and Italian external partner Rome Business School to issue the acceptance letters, final certificates & Transcripts for the Master & Diploma students .
- Project Manager for the graduation ceremonies which are held through Brilliance Business School for the master student for both external partners; in which I'm responsible about all the necessary and main tasks that must to be finalized through the team to prepare for the ceremonies in a high professional way.
- Adding to the above tasks, all the tasks that mentioned below while I was operations manager.
- Create Academic schedules and supervise the Academic process
- Evaluating the effectiveness of training & Academic programs to improve training & Academic quality
- Provide feedback of delivered sessions, training & Academic assessments, and coming training & Academic schedule updates.

From Oct. 2014 To Jul.2017 Brilliance Business School

Operations Manager – Academic / Corporate Training

- Responsible for training process in the corporates; coordinate with the instructors, deliver the training material and follow up with the feedback and their needs.
- Responsible for planning process of training rooms in site and managing all the schedules of Masters and Diplomas students
- Handling all students affairs, applying the academic rules and suggesting any changes or modification that can be applied in these rules
- Constructing system for enrolled participants
- Working closely with finance department to follow up with participants payments and due dates
- Communicating with students via e-mail, phone and face to face to notify them with any changes in their schedules and remind them with their financial status during the program
- Collecting the grades of courses from professors, archiving them and communicating them with the students via e-mail
- Handling the exams and makeup exams and identifying the exceptional cases
- Contacting professors to assign them to the courses and sending the schedules for them
- Discussing and Handling all participants' complaints, demands, and exceptions and performing the needed actions
- Constructing archiving system and database for all academic documents

July 2005 – Oct. 2014: **Alpha Misr Information Systems.**

Office Manager & Admin Assistant – Technical Department



My Responsibilities related to the GM & Technical Staff:

- 1- Handle All Admin works related to the; General Manager, Marketing Manager, Technical Support Manager, Production Manager, Developer Manager ; Such as: Faxes, e-mails, appointments, Meetings ..etc
- 2- Handle All issues between the Technical Staff & customers “specially problems” & feedback to GM with the final situation
- 3- Follow up the projects with the technical .

- 4- Responsible for preparing the Oracle license for the customers with Oracle Egypt company
- 5- Responsible for registrations the Oracle Seminars& training for the technical staff & GM
- 6- Review the training plans with the Implementers & send it to the customer.
- 7- Analyze Tenders Documents.
- 8- Follow up the financial situation with the Financial Department related to the Tenders and Proposals such as; Letters of Guarantee, Pricing & other issues
- 9- Support and assist other bid team members as required.

My responsibility according to the Marketing Manager:

- 1- Complete responsible for the telemarketing data and receive all their reports about it.
- 2- Prepare for attending the exhibitions like GITEX that held in Dubai & Riyadh (complete responsible for the entire Visa that needs and all the reservations in the airlines and the hotels).
- 3- Prepare for the seminars
- 4- Prepare the Company Media for the customers

My responsibility according the HR:

- 1- (vacations), (attendance), (employee duties) , (interviews), (Courses) , (Attending Seminars), (Calculate the Over Time) .. etc, and recording them on Alpha HR application software.
- 2- Assist in HR Dept. Tasks.
- 3- Assist in Hiring Process by selecting or receiving & screening CV's as well as interviewing and testing candidates.
- 4- Assist in Designing & Implementing Orientation program for all new employees
- 5- Create & Update Job Descriptions
- 6- Contact with Training Providers & All Staff in order to prepare the yearly Training Plan.
- 7- Create & Update HR Forms and work on
- 8- Organize and co-ordinate the recruitment and selection of the new staff
- 9- Communicate with the Management to identify training needs and align training with company strategy as long as contact training providers to schedule training courses
- 10- Update, Maintain, and Review Staff Records
- 11- Prepare & Work on Personnel Forms such as Vacations and Permission Request, Loan Request, Warning...

My General Admin Work

- 1- Responsible for All Company's Admin Work
- 2- Checking out the company e-mail (Send & Receive) .
- 3- Complete responsible for the IMC (Industrial Modernization Center) tenders and Complete responsible for the tenders' documentation and prepare it in a high qualified way and pass it for the responsible manager.
- 4- Prepare and revised the contracts for the customer and pass it to the responsible manager.
- 5- Prepare a Daily paper report for the GM about the Staff duties.
- 6- Filing System, with No. & Date
- 7- Enter Customers Data

From July 2003 To June 2005: AB Trading "A Sister company to Olympic Group



Office Manager & Coordinator

- Prepares manuals and other materials, describing procedures and standards. Prepares reports as required by the head department
- Resolving internal office disputes
- Plan and Schedule office staff work assignments
- Supervise the management and maintenance of all computers, office equipment, telephones, and machines hold. Arrange office staff meetings weekly or as needed.
- Filing and maintaining office records
- Dictating, typing and word processing
- Checking , incoming & outgoing daily correspondence (call, fax & e-mail).
- Capability of managing and following-up office works, handling & contributing to work procedures & checking company's administration work.
- Checking out the company E-mail (send and receive)
- Responsible for dealing with certain clients throw the phones, faxes or e-mails.
- Complete responsible for import the goods from the other countries like China, Italy.
- Coordinator between (AB Trading) and the Electrical Mother company in Italy (GEWESS), follow up all the problems that the company faces with them and do the best to solve it, also responsible for export the electrical material that needs for AB Trading.
- Prepare for the seminars and exhibitions that the company attends (like Canton Fair that held in China during 2004), complete responsible about preparing the VISA. and make all the reservations (Airlines & Hotels)

- Coordinate the financial issues between the General Manager and finance Dept. concerning the reports and the checks that must be shown from him . .
- Coordinator between the electricity company (IDEAL) and the main factory in Italy, complete responsible about importing all their components needs like : condensers, evaporators...etc and follow up them till they receive it

From June 1999 to May 2003 H2O – IT solution.

Executive Secretary & Public Relation

- Capability of managing and following-up office works, handling & contributing to work procedures & checking company's administration work.
- Resolving internal office disputes
- File organization, office management personnel administration, preparation of reports, minutes of meeting, scheduling & re-scheduling the appointments for the whole month & breaking them down as a daily sequence, incoming & outgoing daily correspondence (call, fax & e-mail).
- Responsible for personnel administration & accountancy works.
- Responsible for dealing with certain clients, follow up the client's problems and solve it with the related department.
- Complete responsibility for secretarial job .
- Follow up the clients accounts in the company "Domain name & E-mail".
- Follow up the client's payments and reporting the situation to the financial Manager.

Training Courses :

- Human Resources Management diploma at Egycham (35 hours) accredited by Ain Shams university & HRCI (in Progress)
- Personnel Work Shop – Human Capital community (HCC) - 2018
- Performance Management System – Human Capital community (HCC) - 2018
- Compensation & benefits work shop – Human Capital community (HCC) - 2018
- Train The Trainer Diploma – Brilliance Business School – 2016
- General English – AUC (till the level 11). 2004 – 2005
- Training on Alpha HR application (payroll and personnel) in Alpha technical branch form 1/2/2007 till 10/2/2007

Professional Skills

- Administrative, Interpersonal, Communication, Presentation and Coaching skills.
- Decision Making, Problem Solving, Negotiation and Analytical Skills.
- Leadership, Teambuilding, Human Relation Handling & Motivational Skills.
- Time Management, Multi-Tasking& Record Keeping Skills.
- Committed to continuous personal and professional development.
- Work under schedule time and business plans.
- Good command of communicating other people.
- Working in a team work.
- Enthusiastic and learnable.

Computer Skills

- Microsoft Office 2007 (Word , Excel , PPT& outlook).
- Internet High Skills (Browsing , searching & Admin Comm. Pages)
- Understanding & Managing DB. GUI .(Access , SQL & Oracle).
- Using & Handling management software .
- Microsoft Project Plan

Language Skills

- Arabic : Mother Tongue .
- English : Excellent of Reading , Spoken & written .

Additional Data :

- Marital Status: Single
- Nationality : Palestinian with Egyptian Resident
- Religion : Muslim
- Date Of Birth : 16th September1975 – Kuwait

{References are ready upon request}