

# AYA MAHMOUD GHALY

I seek challenging opportunities where I can fully use my skills for the success of the organization, need to work in environment which encourages me to succeed and grow professionally.

## EDUCATION

**BACHELOR OF COMMERCE AND BUSINESS ADMINISTRATION, HELWAN UNIVERSITY.**

Degree in Accounting (2019)

## EXPERIENCE



**JAN 023 – CURR**

**HR GENERALIST, Elebour For Real Estate Investment and ORC Construction**

### Tasks and duties

- posting jobs to appropriate channels
- Responsible for screening, and headhunting, candidates
- Scheduling interviews and assisting in interview process
- Follow up with candidates throughout the hiring process
- Responsible for Follow-up hiring a new employee with (Employee, direct manager, personnel affairs department, wages department)
- Recording and update all personnel data.
- responsible for keep a copy of the document for hiring employees
- Coordinate any changes in the Medical Insurance details (Ex. new cards, adding or removing family members)
- Responsible for monitor time, and inputs to HR systems.
- Following up on the monthly and yearly performance appraisals.
- Sourcing training centers.
- coordinating training schedules and events.
- Responsible for Organizing trainings, events and all related work.
- Responsible for finishing resignations with (Employee, direct manager, personnel affairs department, wages department)
- Conduct exit interview, analyzes the outputs.
- Provide support to employees in various HR-related topics.
- Support in other functions as required.
- preparing required reports.

**AUG 022 – TO DEC 022**

**HUMAN RESOURCES ASSISTANT, Elebour For Real Estate Investment Construction Division**

- Responsible for keeping employees hiring documents completed.
- Prepare or maintain employment records related to events, such as hiring, termination and leaves.
- Assist with the recruitment process by identifying candidates, conducting reference checks and issuing employment contracts.
- Maintain employee files and records in electronic and paper form.

**MAR 022 – TO JUL 022**

**SECRETARY, Elebour For Real Estate Investment Construction Division**

- assistant handle general office tasks and administrative duties, such as directing communications between colleagues and customers, organizing schedules and events, entering data, bookkeeping, maintaining office equipment
- Organize and schedule appointments.
- Organizing and servicing meetings.
- Preparing letters, reports, correspondence memos and faxes.
- Provide general support to visitors.
- Act as the point of contact for internal and external clients.
- Assists technical office and archives management in tenders.



**NOV 020 – TO FEB 022**

**CUSTOMER SERVICE REPRESENTATIVE (GSM Q) VIP, TELECOM EGYPT BY IBS COMPANY**

- Provide appropriate solutions for customers, and follow up to resolve any issues their customer's experience.
- Resolving issues and troubleshooting technical problems.
- Answer any customers enquiry about his billing, quota, usage or renewal date
- Add extra quota, renewal his package
- Delivering information about a company's offerings.
- Collecting and analyzing customer feedback.
- Handling customer complaints.

**JULY 019 – TO OCT 020**

**CUSTOMER SERVICE REPRESENTATIVE (UP Q), TELECOM EGYPT BY XCEED COMPANY**

- Handle customer complaints related any ADSL technical issue (physical & logical) and send Technician visit if needed which enhanced my experience in dealing with customers analyzing their problems and satisfying their needs.
- Answering questions about a company's products or services.
- Delivering information about a company's offerings.
- Collecting and analyzing customer feedback.

## ATCHIEVEMENTS

- One of top achiever on customer satisfaction and company KPIS on (Telecom Egypt) for 10Months (2021)
- Created a "job description" for all positions within ORC construction company

## TRAINING COURSING

- Professional HRM Diploma at EGYCHAM (35 Hours) a created by Ain Shams University and HRCI
- English conversation course at 4level1
- Microsoft office specialist MOS at JOY TEAM

## SKILLS

### Computer skills

- Word, v. good
- Excel, v. good

### Langue skills

- English (spoken & written): Good
- Arabic (mother tongue language)

### Personal skills

- Creative spirit
- Reliable and professional Organized
- Effective team player
- Fast learner Motivated
- Problem solver
- Leadership
- Talent Management
- Negotiation
- Interviewing
- Recruiting

## ADDITIONAL DATA

- Marital status: Single.
- Nationality: Egyptian.
- Date of birth: 17, NOV. 1997

## REFERENCES

Available on request