

# Hossam Gamal Abd EL Hamed

Giza, Haram | Military Status: Completed|

## Professional Summary:

Seasoned Human Resources professional with over 12 years of progressive experience in talent acquisition, employee relations, training, and performance management across diverse industries. Proven expertise in developing and executing HR strategies that align with organizational objectives, enhance workforce productivity, and foster a high-performance culture. Adept at leveraging HRIS systems, ATS platforms, and data-driven insights to optimize recruitment, streamline HR operations, and implement effective retention strategies. Skilled in driving employee engagement, shaping organizational policies, and fostering an inclusive workplace that supports business growth. A results-oriented leader with a track record of transforming HR functions into strategic business enablers through innovation and continuous improvement.

## Core Competencies:

- ✓ **Strategic HR Planning & Organizational Development** – Aligning HR strategies with business objectives to optimize workforce performance and operational efficiency.
- ✓ **Talent Acquisition, Recruitment & Employer Branding** – Expertise in full-cycle recruitment, workforce planning, and building strong employer brands.
- ✓ **Employee Relations, Engagement & Retention** – Implementing initiatives that foster a positive work environment and enhance employee satisfaction.
- ✓ **Performance Management & Succession Planning** – Designing KPI-driven frameworks to evaluate and develop employee performance.
- ✓ **Training, Leadership Development & Coaching** – Creating and executing training programs to upskill employees and build future leaders.
- ✓ **Compensation, Benefits & Payroll Administration** – Managing competitive salary structures and ensuring regulatory compliance.
- ✓ **HR Analytics, Metrics & Compliance** – Utilizing data-driven insights to enhance decision-making and maintain industry-standard compliance.
- ✓ **HRIS, ATS & ERP Systems Management** – Proficient in leveraging HR technologies to optimize hiring, reporting, and operational efficiency.
- ✓ **Process Optimization & Workflow Automation** – Driving digital transformation and efficiency improvements across HR functions.
- ✓ **Effective Communication, Conflict Resolution & Team Leadership** – Strong interpersonal, negotiation, and mediation skills to foster collaboration.

## Work Experience:

### **HR Manager | Manara El-Teb Hospital | Nov 2023 - Present**

- Develop and implement HR strategies aligned with business objectives.
- Lead talent acquisition efforts, ensuring a streamlined recruitment process.
- Oversee employee relations, performance management, and retention programs.
- Design and conduct training programs to enhance workforce capabilities.
- Manage compensation, benefits, and HR compliance initiatives.
- Utilize HRIS and ATS systems to optimize HR operations.

### **HR Manager | Launch Pad Travel | Des 2023 - Des 2025**

- Develop and execute HR strategies aligned with business goals in the travel and tourism sector.
- Lead recruitment, onboarding, and performance management across all departments.
- Manage payroll, benefits, and compliance with Egyptian labor law.
- Design and deliver training programs to enhance staff performance and service quality.
- Foster employee engagement and a positive workplace culture that supports growth and retention.

### **Techuirty | HR Assistant Manager & Administrator | Oct 2022 - Oct 2023**

- Conducted interviews and assisted candidates in application processes.
- Monitored employee performance and addressed issues to enhance productivity.
- Developed reports on recruitment metrics, including turnover rates.
- Conducted exit interviews to improve retention strategies.
- Organized employee training on company policies and best practices.
- Maintained employee records, payroll, benefits, and HR administration.

### **Atheel Contact Center |**

#### **Recruitment Section Head | Oct 2020 - Sep 2022**

- Led and managed the recruitment team, overseeing hiring strategies and execution.
- Developed and implemented innovative sourcing techniques to attract top talent.
- Conducted high-level interviews and optimized selection processes.
- Analyzed recruitment performance metrics and provided strategic recommendations to management.
- Managed stakeholder relationships to ensure alignment with organizational hiring goals.

#### **Recruitment Supervisor | Oct 2019 - Sep 2020**

- Managed the end-to-end recruitment process, including sourcing, screening, and interviewing candidates.
- Supervised the recruitment team to ensure the timely and efficient hiring of qualified candidates.
- Developed and implemented hiring strategies to improve workforce quality and retention.
- Collaborated with department managers to understand hiring needs and job requirements.
- Conducted training sessions for new recruiters and HR team members.
- Provided recruitment analytics and reports to senior management.

## **Al Ahmedi Factory for Utensils | HR Assistant Manager | Jul 2018 – Sep 2019**

- Supervised daily HR operations, including recruitment, employee relations, and performance management, ensuring alignment with company objectives.
- Managed and coordinated employee training programs, enhancing skills and boosting employee engagement.
- Assisted in the development, implementation, and communication of HR policies and procedures, ensuring compliance with company standards and labor laws.
- Conducted employee surveys and feedback sessions to improve workplace satisfaction and retention.
- Supported the recruitment process, including interviewing, onboarding, and employee retention initiatives.
- Collaborated with department heads to ensure HR strategies met organizational goals.

## **Royal Sun Travel | HR Generalist & Director of Bookings Hotels | Aug 2017 – Jun 2018**

- Led recruitment efforts and workforce planning, streamlining hiring and onboarding processes to ensure the recruitment of qualified employees.
- Developed and implemented comprehensive employee training programs, improving staff performance and service quality, leading to enhanced customer satisfaction.
- Managed hotel bookings and travel logistics, optimizing operational processes to ensure cost efficiency while maintaining high customer satisfaction levels.
- Collaborated with senior management to review and enhance HR policies, ensuring alignment with industry standards and compliance with legal requirements.
- Conducted performance reviews and provided feedback to staff, fostering professional growth and improving team dynamics.

## **Coprosa Group for Construction | HR Specialist | Oct 2015 – Jul 2017**

- Conducted in-depth interviews and managed candidate assessments, ensuring a thorough evaluation of qualifications and cultural fit.
- Coordinated the onboarding process, ensuring new hires were integrated seamlessly into the organization.
- Collaborated with hiring managers to understand departmental needs and ensure effective staffing solutions.
- Maintained accurate recruitment records and generated reports to track recruitment progress and outcomes.
- Led recruitment efforts, utilizing various sourcing strategies to attract top talent and meet the company's hiring goals.

## **El Mahmoud Travel | HR Generalist & Director of Bookings Hotels | Aug 2012 – Sep 2015**

- Oversaw and executed marketing and advertising campaigns to increase brand visibility, attract new clients, and boost customer engagement.
- Managed hotel bookings and travel services, optimizing operational processes to improve efficiency, reduce costs, and ensure high levels of customer satisfaction.
- Led recruitment efforts by sourcing, interviewing, and onboarding qualified candidates, while developing and implementing training programs to enhance staff performance and service quality.
- Coordinated cross-functional teams to align HR and marketing strategies with business objectives, driving overall company growth.
- Monitored market trends and competitor activities to identify opportunities for expansion and improvement in travel services and marketing efforts.

## **Egy designer Company for Advertising & Marketing |**

### **Director of Marketing and Public Relations | Jul 2011 – Jun 2015**

- Developed and implemented comprehensive digital marketing strategies to boost brand awareness, customer engagement, and lead generation.
- Managed social media advertising campaigns across various platforms, ensuring consistent branding and effective audience targeting.
- Oversaw content creation, SEO optimization, and analytics to improve website traffic and enhance campaign performance.
- Coordinated with design and content teams to deliver cohesive, visually compelling marketing materials.
- Monitored market trends and adjusted digital campaigns to stay competitive and aligned with industry best practices.
- Directed public relations initiatives, including press releases, media relations, and event coordination, to enhance the company's public image.
- Built and maintained strong relationships with media outlets and partners to secure positive coverage and increase brand credibility.

## **Makah Company For Employment |**

### **Recruitment Specialist & Training | Apr 2010 – Jul 2011**

- Conducted full-cycle recruitment processes, including job postings, candidate sourcing, screening, interviewing, and selection to fulfill client hiring needs efficiently.
- Organized and delivered employee training programs aimed at skill development and performance enhancement.
- Managed onboarding procedures for new hires, including preparation of employment contracts, orientation sessions, and compliance with company policies.
- Maintained accurate and up-to-date employee documentation and personnel files.
- Collaborated with department heads to identify workforce requirements and tailor training initiatives accordingly.

## **Middle Man Company for Employment | HR Coordinator | May 2009 – Apr 2010**

- Assisted in recruitment and employee placement.
- Coordinated HR activities and policies.

## **Laser Art Company For Computer Inks & Printers | HR Officer | Mar 2008 – Apr 2009**

- Managed HR records and recruitment processes.

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## **Education:**

**Cairo University :**      Equivalency in Management Information Systems (2011 - 2012)

**Graduation Year:** 2012    **Grade:** Good

**Advanced Academy:**    Bachelor of Information Systems (2008 - 2011)

**Graduation Year:** 2011    **Grade:** Good

## Certifications & Training Courses:

- **HR Diploma** – Certified in Human Resources Management
  - **HR Professional Diploma** – EGYCHAM (May-August 2024)
    - ❖ 75 Training Hours, Grade: Excellent
  - **HR General – 60 HRCI Credit Hours** (May-August 2024)
  - **SHRM Certificate of Completion – 50 PDCs** (May-August 2024)
  - **HR Advanced Diploma** – Certified in Advanced Human Resources Management
  - **Advanced HR Diploma** – EGYCHAM (August-October 2024)
    - ❖ 60 Training Hours, Grade: Excellent
  - **HR General – 60 HRCI Credit Hours** (August-October 2024)
  - **SHRM Certificate of Completion – 60 PDCs** (August-October 2024)
  - **Photographer** from Cairo Photography Club (CPC)
  - **ICDL Certification** from Ministry of Communications and Information Technology (5152) 2013
  - **ICDL Certification** from Cambridge Training college Britain
  - **Personal Branding, Public Relation** from International Academy for training
  - **Presentation skills from International** Academy for training
  - **Digital Marketing Certificate** – Online Marketing Strategies
  - **Computer Maintenance**
  - **English** from Cambridge Training college Britain
  - **HR Diploma** – Certified in Human Resources Management
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## Languages:

- **Arabic:** Native Speaker
- **English:** Advanced Proficiency (Fluent in Speaking & Writing)

## Skills:

### ✓ Human Resources Skills

- Recruitment & Talent Acquisition
- Training & Development
- Performance Management & Gap Analysis
- Employee Relations & Conflict Resolution
- Workforce Planning
- HR Data Analysis & Reporting
- HRIS & Payroll Systems
- Compensation & Benefits Management
- HR Policies & Procedures
- Labor Law Compliance

### ✓ Marketing & Digital Advertising Skills

- Social Media Marketing
- SEO & SEM Strategies
- Content Creation & Branding
- Market Research & Analysis
- Google Ads & Facebook Ads & Ads Social media

### ✓ Technical & Computer Skills

- Advanced Microsoft Office (Word, Excel, PowerPoint, Visio)
- HRIS, ATS, ERP & CRM Systems Odoo : (HR, ERP, CRM), SAP HR, Oracle HCM
- Website Management & SEO
- Data Analysis & Reporting
- Operating Systems (Windows & IOS)

### ✓ Soft Skills:

- Leadership & Strategic Planning
- Strong Communication & Negotiation
- Time Management & Organization
- Problem-Solving & Critical Thinking
- Teamwork & Collaboration

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## Career Objective:

Seeking to leverage my expertise in Human Resources, Talent Management, and Digital Marketing to enhance employee engagement, drive organizational growth, and contribute to a dynamic work environment.