

ALI SALAH HELAL

HUMAN RESOURCES PROFESSIONAL

PROFESSIONAL SUMMARY

A highly motivated and results-oriented professional with a strong academic foundation and a newly acquired HR certification from **EGYCHAM (Professional Track)**, scoring *Excellent*. I possess exceptional communication, problem-solving, and attention to detail, honed through practical customer-facing experience. I am eager to leverage this dynamic expertise and theoretical HR knowledge to contribute effectively to a Human Resources team.

PROFESSIONAL EXPERIENCE

****PBS**** | Cairo, Egypt

[Job Title: Cold Caller]

- Honed superior communication and relationship-building skills,
- Honed superior communication and rebuilding skills, handling rejection positively and professionally.
- Managed high-volume interactions, consisting daily call and Salesforce), demonstrating meticulous attention to detail (e.g.,
- Developed negotiating techniques to overcome objections and effectively present value propositions.

EDUCATION



الغرفة المصرية لإدارة الموارد البشرية

EGYCHAM (Egyptian Chamber of Commerce & HR Professionals)
HR CERTIFICATE | GRADE: EXCELLENT



AIN SHAMS UNIVERSITY

Bachelor of Law (English Section)
Grade: Good
Graduated: 2024



AL FAROUK LANGUAGE SCHOOL

General Secondary Education
Certificate

MILITARY SERVICE

Status: Exempted



Address

Albroty Compound, Al
Shrouk City, Cairo, Egypt

Date of Birth

23 July 2001

SOFT SKILLS

- Employee Relations & Communication Basics
- HR Policy Interpretation
- Performance Management Basics
- Problem Solving
- Attention to Detail
- Effective Listening

TECHNICAL SKILLS

- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- HR Information Systems (Concepts)

LANGUAGES

Arabic: Native

English: Fluent