

Mohamed Saleh Atta Aly



Address: Karrada - Baghdad, Iraq

Summary

Proactive and detail-oriented HR Specialist with over 10 years of diverse experience in workforce coordination, scheduling, inventory control, and customer service across multinational organizations including McDonald's, Burger King, Hardee's, and Americana. Holder of an Advanced Human Resources Management Diploma (HRCI-accredited) from Ain Shams University, with proven expertise in HR operations, employee scheduling, team supervision, performance analysis, and training management. Adept at using data-driven strategies to optimize workforce planning and elevate operational efficiency. Seeking to contribute strategic HR support in a dynamic and growth-oriented organization.

Education

Advanced Human Resources Management Diploma

- EGYCHAM – Accredited by Ain Shams University & HRCI | Jan – Mar 2025
- Grade: Excellent | 60 HRCI Training Hours

Diploma in HR Management (Professional + Advanced Track)

- EGYCHAM | Grade: Excellent

Bachelor of Business Administration

- Faculty of Commerce – Al Azhar University, Cairo | 2012
- Grade: Good (70%)

Secondary Azhary (Scientific Section)

- Omar Ibn Al-Khattab Institute | 2008
- Grade: Very Good (81%)

Professional Experience

Assistant Manager

Feb 2025 – Present

Hardee's – Baghdad, Iraq

Responsibilities

- Leading shift operations and supervising staff to ensure daily targets are met.
- Enforcing QSC (Quality, Service, Cleanliness) procedures to maintain brand standards.
- Preparing daily cash sheets, closing accounts, and coordinating bank deposits.
- Conducting end-of-day inventory checks and reconciling stock levels.
- Utilizing crew scheduling to optimize staffing during peak hours.

Assistant Manager

Sep 2022 – Mar 2024

Burger King – Dubai, UAE

Responsibilities

- Planning schedules and allocating resources to meet labor efficiency targets.
- Leading team development and delivering onboarding for new hires.
- Balancing cash flow reports and handling inventory reconciliations.
- Supervising performance metrics and promoting operational excellence.
- Assisting in compliance tracking and store-level HR-related administration.

**Restaurant Manager
Americana – Wimpy, Egypt**

May 2021 – Sep 2022

Responsibilities

- Forecasting staffing needs and creating weekly labor plans.
- Conducting employee onboarding and technical product training.
- Leading performance reviews and daily briefings to align teams.
- Managing inventory processes and internal audit compliance.
- Supporting HR with training documentation and crew development.

**Shift & Scheduling Manager / 2nd Assistant Manager
McDonald's – Al-Maasherji Co., Kuwait**

Jul 2017 – Jan 2020

Responsibilities

- Designing crew schedules based on projected sales volumes.
- Leading shift operations and coaching staff to improve service KPIs.
- Preparing daily cash reports and product usage analysis.
- Monitoring performance trends and escalating HR issues.
- Ordering materials and maintaining stock efficiency.

**Workforce Analyst & Customer Service Representative
McDonald's Call Center – Kuwait**

Jul 2014 – Jun 2016

Responsibilities

- Analyzing workforce data and generating call center performance reports.
- Preparing agent break schedules and ensuring optimal shift coverage.
- Assisting in contact center policy enforcement and team planning.
- Supporting internal HR with performance analytics.
- Handling inbound customer queries with a service-focused approach.

**Customer Service Representative
Vodafone Egypt (via ECCO Outsourcing)**

Oct 2013 – Jul 2014

Responsibilities

- Managing customer complaints, account issues, and service inquiries.
- Collaborating with supervisors to escalate and resolve complex cases.
- Documenting customer feedback for service improvement.
- Participating in customer satisfaction programs.
- Using CRM systems to track and follow up on service cases.

Career Skills

- **Managing Workforce Schedules:** Creating effective employee shift plans aligned with business forecasts and labor standards to maximize efficiency.
- **Conducting Training Programs:** Leading structured onboarding and skills development sessions for frontline staff and supervisors.
- **Analyzing HR & Operational Data:** Interpreting performance metrics, sales data, and staffing reports to support decision-making and workforce planning.
- **Handling Cash & Inventory Reports:** Reconciling daily cash balances and maintaining accurate stock levels in compliance with audit requirements.
- **Monitoring Team Performance:** Evaluating staff productivity and delivering feedback to enhance service quality and compliance.
- **Supporting Recruitment Processes:** Assisting with hiring needs analysis, interviewing, and onboarding new hires in line with HR best practices.
- **Enforcing Company Policies:** Implementing internal policies and maintaining adherence to labor law and company standards.
- **Improving Employee Engagement:** Encouraging team collaboration and maintaining a positive work environment through open communication and recognition.

Personal Skills

- Leadership.
- Communication.
- Teamwork.
- Accountability.
- Time Management.
- Problem Solving.
- Adaptability.
- Flexibility.

Software Skills

- Microsoft Word.
- Microsoft Excel.
- Microsoft PowerPoint.
- Microsoft Outlook.
- HRIS Systems.
- ICDL Certified.

Certifications & Training

Certificate of Excellence – HR Diploma Completion

- Issued by EGYCHAM & HRCI | Includes workshops and applied HR practices

Human Development Course

- Saleh Kamel Center for Islamic Economy – Al Azhar University

Electronic Accounting Using Excel

- Issued by COP MASS Training Center

English Conversation Course

- British Council – Cairo

ICDL (International Computer Driving License)

- Includes proficiency in MS Word, Excel, PowerPoint, Outlook

Languages

- **Arabic** – Native Speaker.
- **English** – Very Good (Reading, Writing, Speaking).