

MOHAMED MAMDOUH KAMAL

HRO Deputy Manager

Professional Summary

Human Resources professional with extensive experience in HR Business Partnering, Payroll, Personnel, and Employee Relations. Skilled in client account management, labor law compliance, and end-to-end HR operations. Proven track record in managing escalations, ensuring payroll and invoice accuracy, and driving employee engagement to support business objectives and revenue growth. Achieved measurable improvements in employee satisfaction and payroll processing efficiency.

Professional Experience

HRO Deputy Manager | Aug 2024 – Present

iSON Xperiences – Egypt | Heliopolis, Cairo

- Lead HR operations and supervise team performance, setting KPIs and ensuring timely delivery of client and employee requests.
- Manage client communication, ensuring compliance with contracts and handling escalations to maintain satisfaction.
- Oversee recruitment, onboarding, and resignation processes, ensuring smooth documentation and compliance.
- Administer End-of-Service (EOS) processes including settlements, calculations, and employee meetings.
- Ensure payroll and invoice accuracy, supporting revenue retention and timely collections.
- Enhance employee satisfaction through social and medical coverage aligned with client expectations.

Senior HR Executive | May 2023 – Jul 2024

iSON Xperiences – Egypt | Heliopolis, Cairo

- Prepared headcount classification and performance reports with precision.
- Managed employee requests and contract renewals, ensuring compliance and documentation accuracy.
- Delivered weekly and monthly client reports, maintaining strong partnerships and resolving escalations.
- Supported workforce forecasting by monitoring hiring and resignation trends.
- Reconciled payroll transactions, prepared invoices, and followed up on collections.

HR Business Partner Specialist | Dec 2019 – May 2023

iSON Xperiences – Egypt | Heliopolis, Cairo

- Provided HR support to employees and management, including reporting and approved requests.
- Built effective client communication channels, handled escalations, and delivered reports.
- Managed payroll, invoices, and workforce planning while ensuring compliance with labor law.
- Oversaw resignation processes and EOS calculations, supporting corrective actions and service quality.

Education

Bachelor's Degree in Management Information Systems

Motatawera Advanced Academy, Cairo | 2017

Certifications & Training

- **Professional HR Diploma – Certificate of Appreciation**
EGYCHAM (Egyptian Chamber for Human Resources Management) | Apr – Jun 2026
- **Professional HR Diploma – Certificate of Excellence (Grade: Excellent, 75 Training Hours)**
EGYCHAM (Egyptian Chamber for Human Resources Management) | Apr – Jun 2026
- **Social Insurance & Labor Law Workshop** – Leaders for Consulting & Training
- **ICDL Course (Word, Excel, PowerPoint, Access)** – Cairo University
- **Advanced English Course** – Concept Company

Core Skills

- HR Business Partnering | HR Operations | Payroll Management
- Personnel & Labor Law | Employee Relations | Client Communication
- Recruitment & Selection | Onboarding & Offboarding | EOS Management
- Workforce Planning | Employee Engagement | HR Reporting & Analytics
- Contract Management | Invoice Management | Conflict Resolution
- KPI Management | Performance Metrics | Process Improvement
- Microsoft Office Suite (Excel, Word, PowerPoint, Access)

Languages

- Arabic: Native Proficiency
- English: Professional Working Proficiency

Additional Information

- Date of Birth: September 28, 1995
- Military Service: Exempted