

Full name: Kareem Mohammed Ahmed Azab.

Date of Birth: JAN 9TH, 1988

Military Service: Completed.

Marital Status: Single.

Nationality: Egyptian.

Address 1: Maadi, Cairo. Egypt.

Address 2: Victoria, Alexandria. Egypt.



Career Objective:

Experienced Human Resources Recruitment and Talent Acquisition “Senior level” with a demonstrated history of working experience in the Banking Sector, Retail and Hotels. Skilled in Interview techniques, Business Planning, High Level of Accuracy, Management and Leadership skills.

Working Experience:

1. Amoun Hotel.

From June 2019 till Now.

Job title: Senior Recruitment and Talent Acquisition Specialist.

***Description and Responsibilities:**

- Identify and forecast staffing needs in different areas and departments.
- Source applicants through online channels, such as LinkedIn and other professional networks.
- Administering recruitment and selection process including (advertising – sourcing, screening, shortlisting, selection and interviewing).
- Conducting exit interviews, performing analysis and advice recommendations to reduce absenteeism and turnover.
- Create job descriptions and interview questions that reflect the requirements for each position.
- Collect TNA and compare it with the performance gaps to create training plan.
- Develop, organize, conduct and evaluate training programs.
- Review Annual Appraisal with Managers “Seniors & Supervisors” and employees.
- Integrate the employee referral program as a key component of the sourcing and talent acquisition process. This requires raising awareness levels and educating employees on its importance to the long term growth and profitability of the Company.

2. Arab African International Bank.

From September 2016 till June 2019.

Job title: Senior Teller “Cash and Western Union”.

***Description and Responsibilities:**

- Receive and handle cash / Cheques deposits (within authorized limits).
- Process outgoing cheques, bills, transfers and Western Union Transactions.
- Process cash withdrawal (within authorized limits).
- Promote and sell full range of products / Services to current and potential clients at the counter or by referring to customer service area.
- Promptly and efficiently handle escalated customer issues and feedback.

3. Union National Bank Egypt.

From November 2015 till 31/12/2015.

Job title: Customer Service Officer.

***Description and Responsibilities:**

- Sell and Market branch products, services to meet target assigned and open customer time deposits.
- Open Current & saving accounts.
- Marketing Services to the potential Customers and new products.
- Renewal and breaking customers time deposits.

4. Blom Bank Egypt.

From December 2013 till October 2015.

Job title: Teller/Branch Customer Service Representative.

*** Description and Responsibilities:**

- Receive and handle cash / Cheques deposits (within authorized limits).
- Process cash withdrawal (within authorized limits).
- Sort customer deposited foreign currency for fraud banknotes.
- Authorize and verify customer position and signature, to approve certain transactions.
- Process outgoing cheques, bills and transfers.
- Promptly and efficiently handle escalated customer issues and feedback.

5. Amoun Hotel.

From April 2013 till November 2013.

Job title: HR Specialist “Training and Recruitment”.

*** Description and Responsibilities:**

- Communicate & consult with top management to identify best practice business processes.
- Meet with managers and supervisors to ascertain needs.
- Teach skills such as computer applications, product assembly, policies and procedures.
- Screening CV's based on the required qualifications.
- Interviewing and evaluating shortlisted candidates.
- Gather and use employee satisfaction data, including exit interviews.
- Maintains personnel files in compliance with applicable legal requirements.

6. TEData Egypt.

From September 2012 till April 2013

Job title: Branch Customer Service Representative.

*** Description and Responsibilities:**

- Deal with walk in Customers and Follow up with delayed Customers request.
- Report difficulties / Problems or comments within the application used.
- Provide Customers with information regarding **TEData**'s new products.
- Identify the needs of Customers both internally and externally.

7. Sutherland Global Services.

From March 2012 till August 2012.

Job title: Customer Service Consultant and Sales Representative.

*** Description and Responsibilities:**

- Handling Customers complaints and queries.
- Deal effectively with all support calls, investigating and responding to queries and progressing to a successful conclusion at the earliest time.
- Selling the company products by telephone and answer all questions about the company products and the latest promotions.
- Speak positively and enthusiastically about the company and its products.

8. Radio Shack Egypt.

From Jan 2011 till 30/11/2011.

Job title: Sales Maker, Indoor.

*** Description and Responsibilities:**

- Serving and selling to multiple customers.
- Offering customers cutting-edge solutions in a friendly, confident and knowledgeable manner.
- Execution of non-negotiable standards of store operation including stocking, merchandising, etc.

Education:

Y BSc in Accounting, Faculty of Commerce, Tanta University.
Graduation Year: 2009

HR Courses:

- Human Resources Management Diploma (People Planning & Job Analysis - Recruitment & Selection - Talent Acquisition - Compensations & Benefits - Training & Development - Labor Law) from EgyCham.
- HRCI Certificate.
- HR Specialist Diploma, from EAAC.
- HR Workshop in (Recruitment & Selection, Personnel & Payroll, Appraising Performance) From Arab Academy for Science, Technology & Maritime Transport (AASTMT).

Computer Courses:

- Microsoft Office Word, Excel, PowerPoint and Outlook from Arab Academy for Science, Technology & Maritime Transport (AASTMT).
- Oracle (SQL), Oracle Program Unit PL/SQL, Oracle Forms Developer (Build Internet Application) from New Horizons and Arab Academy for Science, Technology & Maritime Transport (AASTMT).
- Microsoft Database Administration from Global Knowledge.

Banking Courses:

- Cheque Provisions from the Egyptian Banking Institute.
- Detection of counterfeiting and forgery – (Identity Documents – Checks – Currencies), from Ministry of Interior “Investigation of public funds”.
- FATCA - (FOREIGN Account Tax Compliance Act), from Blom Bank Egypt.
- Operational Risk, IT Risk Awareness and Credit Cards Awareness from Blom Bank Egypt and Arab African International Bank.
- Combating Money Laundry and E-Finance course from Central Bank of Egypt.

Language skills:

Arabic: Mother language.

English: Fluent written and spoken.

Documents: Upon request.