

Hassnaa Mahmoud Abdel Kaream
Giza-Egypt

Professional Summary

HR professional with solid experience in Organizational Development (OD), Total Rewards, and Performance Management. Currently pursuing an Advanced HR Management Diploma, backed by a SHRM & CPD-accredited Professional HR Diploma. Skilled in corporate restructuring, setting KPIs, and designing Learning & Development (L&D) policies. Seeking to apply my analytical and strategic HR skills at a leading HR Consultancy firm.

Core Competencies

- **Strategic HR:** Organizational Development (OD), Corporate Restructuring, Change Management.
- **Talent Management:** End-to-End Recruitment, Performance Appraisals, KPIs, L&D.
- **Rewards & Job Design:** Total Rewards, Salary Surveys, Internal Equity, Job Descriptions (JDs).
- **HR Operations:** HR Analytics, Payroll Data, Time & Attendance, HRIS Management.

Education & Certifications

- **Advanced HR Management Diploma | *Currently Enrolled***

Key Modules: Strategic HR, Organization Structures, Competency Modeling, HR Analytics, and Change Management.

- **Professional HR Diploma | EGYCHAM**

Accreditations: (CPD) and (SHRM).

- **Bachelor of Commerce (Economic), Alazher University (2017)**

Grade: Good

Work Experience

Nerva Consulting | Giza, Egypt *HR Intern* | December 2025 – Present

- **OD & Performance:** Assisted in corporate restructuring, set departmental KPIs, and supported the rollout of a performance management framework.
- **Total Rewards:** Analyzed market salary surveys and updated the annual merit increase process to ensure internal equity and market competitiveness.
- **Recruitment:** Managed the full recruitment lifecycle to attract and hire top talent.
- **Job Evaluation:** Reviewed and updated Job Descriptions (JDs) across all departments.
- **L&D:** Created L&D policies, designed candidate evaluation matrices, and developed training plans.

Back Office Specialist -Tabby (virtual Bank) (2024-2025)

- Managed customer inquiries and resolved issues efficiently.
- Coordinated with internal teams to address and follow up on cases.
- **Compliance:** Ensured strict adherence to banking policies and maintained accurate records.
- **Issue Resolution:** Managed inquiries and applied problem-solving skills to escalate issues effectively.

LUX Finishing Company | Giza, Egypt *HR Admin* | 2021 – 2023

- **HR Operations:** Managed employee onboarding, personnel files, and official HR correspondence.
- **Time & Attendance:** Monitored daily attendance and prepared monthly reports for payroll processing.
- **Payroll & Data:** Supported payroll administration and maintained the HRIS staff records.
- **Employee Engagement:** Organized HR meetings and coordinated internal communications.

Uber | Giza, Egypt *Back Office Specialist* | 2020 – 2021

- **Data Auditing:** Audited operational reports to identify errors and ensure compliance with corporate standards.
- **Dispute Resolution:** Resolved driver and passenger complaints through effective communication.

Booking.com | Egypt *Reservation Agent* | 2019 – 2020

- **Client Relations:** Acted as the primary contact between property owners and guests to resolve booking issues.
- **Service Excellence:** Delivered effective customer service and prompt issue resolution.

knowledge & Skills

- **Language:** English (B2)
- **Technical Skills:** HR Analytics, Data Analysis & Modeling, Market Salary Research, OD Charting.
- **Computer Skills:** HRIS Platforms, Advanced MS Excel, MS PowerPoint, MS Word.
- **Personal Skills:** Analytical Thinking, Stakeholder Management, Conflict Resolution, Problem Solving