

Monica Maher Habashy

OBJECTIVE

Dedicated HR and Administrative Professional with 6+ years of diverse experience in Human Resources, Office Management, Sales, and Finance. Skilled in recruitment, onboarding, employee relations, payroll processing, and performance management. Leveraging a strong accounting background to ensure organizational efficiency and precise budget management. Proficient in HR operations and labor law compliance. Seeking to advance in HR by driving operational excellence, talent acquisition, and team development.

WORK EXPERIENCE

HR and Admin

July 2024 – Present

Advanced Consultancy Center

- Manage employee records, personnel files, and daily administrative operations.
- Coordinate office workflows and assist in recruitment and interviewing processes.
- Utilize accounting background to support payroll and budget management.

Customer Service and Sales

October 2022 – May 2024

Telecom Egypt

- Handled customer inquiries and resolved issues to ensure high satisfaction levels.
- Promoted company services and achieved monthly sales targets.
- Maintained professional communication and a calm demeanor under pressure.

Customer Service

June 2020 – June 2022

Otobeesy

- Managed customer calls to provide accurate service information and efficiently resolved complaints in coordination with relevant departments.

Tele Sales

September 2019 – May 2020

Life Water

- Conducted outbound sales calls to prospective clients while maintaining and updating databases for effective follow-up.

Sales Representative

January 2019 – June 2019

Radiology Home

- Expanded customer network to identify new opportunities and achieve sales objectives.

EDUCATION

Bachelor of Commerce – Accounting

2014 – 2018

Faculty of Commerce, Zagazig University, Egypt

COURSES, CERTIFICATIONS AND TRAINING

- HR Diploma – EGYCHAM (2026)
- English Course – Aclit Center
- Banking Course – Emad Kattara
- ICDL (International Computer Driving License) – Zagazig University
- Customer Service Trainee – E-planet
- Trainee – Banque Misr (Diarb Negm Branch)

SKILLS

Technical and Professional Skills:

- Human Resources Administration
- Recruitment and Talent Acquisition
- Onboarding and Employee Relations
- Payroll and Budget Support
- Performance Management
- Labor Law Compliance
- Microsoft Office (Excel, Word, PowerPoint)
- Database Management

Soft Skills:

- Problem Solving and Decision Making
- Detail-Oriented and Organized
- Excellent Communication Skills
- Quick Learner and Adaptive
- Ability to Work Under Pressure

LANGUAGES

- Arabic: Native
- English: Fluent
- French: Elementary