

Ahmed Hammam Mustafa

Fifth Settlement, New Cairo, Egypt

SUMMARY

Project Coordinator experienced in team coordination, employee onboarding, task delegation, training coordination, performance management support, and community management. Proven ability to onboard new team members, facilitate training activities, communicate brand and communication standards, manage workloads, and support consistent team performance. Brings strong organizational, interpersonal, and problem-solving skills, complemented by practical knowledge of Recruitment, Talent Acquisition, Training and Development, and Total Rewards Management gained through a Professional HR Diploma with Distinction from EGYCHAM.

EDUCATION

Bachelor’s Degree in Business Administration | Faculty of Commerce, Benha University, El Obour Branch | 2025

SKILLS

- HR Operations Coordination
 - Employee Onboarding
 - Recruitment Coordination
 - Interview Scheduling
 - HR Documentation
- Employee Records Management
 - HR Policies and Procedures
 - Performance Management Support
 - Training Coordination
 - Teamwork
- Problem-Solving
 - Talent Acquisition
 - Salary Benchmarking
 - Structured Interviewing
 - Task Delegation

WORK EXPERIENCE

- Project Coordinator | Double In**

Jan 2025 – Present

 - Guide new team members through onboarding processes, workflows, responsibilities, and communication standards.
 - Assign and coordinate daily tasks based on priorities, workloads, and individual capabilities.
 - Train new members on operational procedures to ensure consistent team performance.
 - Organize team documentation and monitor assigned responsibilities to maintain efficient workflows.
 - Work closely with team leaders to align daily practices with organizational objectives and strengthen team collaboration.
- Customer Service Representative | Sutherland Global Services**

Mar 2026 – May 2026

 - Handled customer inquiries across multiple communication channels, providing accurate and timely solutions.
 - Resolved complaints and service-related issues professionally while maintaining high customer satisfaction.
 - Documented customer interactions, requests, and resolutions accurately within the CRM system.
 - Followed company procedures, quality standards, and service-level agreements during every interaction.
 - Escalated complex cases to the appropriate departments and followed up to ensure successful resolution.

PROJECTS & PROGRAMS

- McKinsey.org Forward Program | McKinsey.org**

Oct 2025 – Dec 2025

 - Completed a global professional development program focused on leadership, business, and digital capabilities.
 - Applied structured problem-solving frameworks to complex business scenarios and practical challenges.
 - Strengthened analytical thinking and decision-making through interactive case studies and simulations.
 - Collaborated with international participants to evaluate strategies and develop practical solutions.

PROFESSIONAL DEVELOPMENT

- **Professional HR Diploma** | Egyptian Chamber for Human Resources Management (EGYCHAM) | Grade: Excellent | Jun 2026
- **Oral Communication B13** | The American University in Cairo | Feb 2025

LANGUAGE

Arabic: Native

English: Upper-Intermediate (B2)

Spanish: Intermediate (B1+)