

RANIA RAAFAT

SUMMARY

Throughout my previous roles, I have always enjoyed managing people, resolving conflicts, fostering a positive work culture, conducting interviews, evaluating new applicants, and providing training. I believe that my passion for these areas, along with my well-honed communication and presentation skills developed over the course of my career, make me an ideal candidate for a long-term career in HRM. As I continue to expand my responsibilities, I am committed to adding more value to myself the management, and the company as a whole. With each step in my career, I aim to enhance my contribution and impact on the organization.

Highly focused and ambitious Human Resources Manager bringing 10+ years of management experience with extensive customer service, public relations, and philanthropic background. Astute and proactive problem-solver possessing elevated business and operations acumen honed through progressive career history, diverse industry knowledge, and accomplished education. Talented in crucial HR functions, spanning employee hiring, training, development, and retention-promoting relationship building.

Education

Faculty of Arts, Philosophy Majored – Cairo University 2010

Skills

- Leadership Skills
- Talent Management
- HR Metrics & Analytics
- Organization Development
- Staff Management
- Succession Planning
- Compensation Structuring
- Performance Management
- Employee Engagement
- Team Building
- Change Management
- Employee Relations
- Labor Relations
- Employee Onboarding
- Decision-Making

Work Experience

Feb. 22 – Current **People Operation Manager**
TensorGraph.io | Maadi, Cairo.

- Create policies and procedures related to people operations that are compliant with local laws and regulations.
- Create, Design & develop compensation plans that align with organizational goals and objectives.
- Provided guidance to managers regarding best practices in recruiting, hiring, training, coaching, and development of staff members.
- Organize employee events such as holiday parties or summer picnics for morale-building purposes.
- Manage employee relations issues such as grievances, complaints, or disputes.

- Organized team-building activities, such as offsite retreats, to foster collaboration and camaraderie among employees.
- Analyze employee data to identify trends in turnover, engagement, and job satisfaction.
- Develop and implement an employee onboarding program to ensure a smooth transition for new hires.
- Conduct exit interviews to gain insight into why employees are leaving the company.
- Monitor the performance of staff to identify areas for improvement and provide feedback on a regular basis.
- Maintain accurate records of personnel files including Dashboard.
- Compile reports to provide management with accurate information and comply with policies and procedures.
- Use data and analytics to improve company processes for recruitment, selection, and onboarding.

July 21–Feb.22

People Operation Manager

Qorrect Assessment Solutions | Dokki, Giza

- Manage all people operations functions, such as onboarding, benefits & compensation administration, payroll, time off requests, and performance management
- Act as a liaison between the organization and external benefits providers and vendors which include health, disability, and retirement plan providers
- Serve as a crucial point of contact between executive leadership and employees
- Answer frequently asked questions from applicants and employees relative to standard policies, benefits, hiring process, etc.
- Provide clerical support to the people team
- Plan and direct employee engagement events that promote a high-performing, inclusive, and mission-driven culture
- Provide useful data to help guide decision-making, and allow the company to scale effectively and efficiently.
- Create, develop, and implement HR and Company policies throughout the organization
- Perform regular reports on key HR metrics
- Lead Key HR Projects
- Design job descriptions and CBI that reflect each position's requirements,
- Perform, develop, and report on exit interviews
- Perform periodic audits of HR files and records to ensure that all required documents are collected and filed appropriately

Nov.19 – Apr.21

HR Business Partner

English Capsules | Dokki, Giza

- Developed and implemented a comprehensive onboarding program for new hires.
- Conducted performance reviews, managed employee relations issues, and provided guidance on policies and procedures.
- Provided HR advice to managers on workforce planning, talent management, and organizational development.
- Collaborated with department heads to ensure compliance with employment laws and regulations.
- Analyzed data from surveys, interviews, and focus groups to identify trends in employee engagement and satisfaction.
- Facilitated workshops related to diversity and inclusion initiatives.
- Managed recruitment team

- Advised leadership team on best practices for developing effective teams and succession plans.
- Created job descriptions for open positions based on business needs and requirements.
- Coached managers on how to effectively manage their teams through communication strategies and feedback processes.
- Identified areas of improvement in existing HR processes and developed solutions to increase the efficiency or effectiveness of operations.
- Investigated workplace complaints or incidents involving harassment or discrimination according to company policy guidelines.
- Maintained up-to-date records of employee information including compensation packages, attendance records, and vacation requests.
- Developed recognition programs that motivate employees towards higher performance levels.
- Served as a link between management and employees by handling questions, interpreting and administering contracts, and helping resolve work-related problems.
- Analyzed workforce key performance indicators to achieve business objectives, coaching leadership on implementing corrective actions.
- Conducted new employee orientation to introduce employees to policies, culture, and objectives.
- Managed employee engagement and communication activities, guiding employee safety and workers' compensation activities.

Apr.17 – Aug.19 **HR & Administration Executive**
Asfar Electronics | Maadi, Cairo.

- Responsible for office supplies management/Purchasing/stationery supply,
- Administration of petty cash and expense reports.
- Conducted performance reviews for all employees on a yearly basis.
- Managed employee relations issues such as grievances, disciplinary actions, and terminations.
- Organized recruitment activities including job postings, candidate sourcing, interviewing, and selection.
- Reviewed job descriptions for accuracy and relevance to the current needs of the organization.
- Created and maintained personnel records in accordance with legal requirements.
- Drafted offer letters for new hires in line with company policy and procedure.
- Conducted exit interviews for departing employees to identify areas of improvement within the organization.
- Managed payroll processing activities including time tracking, benefits administration, and compensation calculations.
- Coordinated employee recognition programs that foster positive morale within the organization.
- Monitored performance management systems for effectiveness in assessing individual performance goals.
- Advised supervisors on appropriate action plans when dealing with employee misconduct issues.
- Directed recruitment, selection, and hiring processes.
- Regularly updated HR databases to reflect employee information, changes in benefits, and other details.
- Worked with department managers to assess needs.

May.16 – Mar.17 **Front Office Manager**
Wuzzuf | Maadi, Cairo.

- Responsible for managing the daily operations of the front office, including greeting guests, and answering phone calls and emails.
- Provided leadership to ensure that all Front Office team members are delivering excellent customer service.
- Monitored front desk operations on a regular basis to identify areas for improvement or corrective action.
- Working with different departments to organize, supply, and purchase their office needs for a smooth workflow,
- Meeting and greeting visitors,
- Answering inquiries in person, by phone, and by email,
- Organizing events and managing logistics,
- Managing meeting room schedules,
- Provide administrative support to the receptionist duties such as sending and receiving deliveries and supply management,
- Maintain the customer's records and keep the company database updated,
- Making Travel arrangements for all the company's members.

Oct.11 – Apr.16 **Fundraising Specialist (Volunteers' Management)**
Children Cancer Hospital 57357 | Sayeda Zeinab, Cairo.

- Cooperated with the United States Volunteers program (UNDP) to raise the profile of volunteerism and the policies and procedures of volunteerism in Egypt using SWOT Analysis techniques
- Organize and attend job fairs and recruitment events to raise the volunteerism and attract new volunteers.
- Record New applications on the database and update it regularly,
- Manage database consisting of 5000 accounts, and conduct annual reports,
- Undertake data entry and regular uploading of documents,
- Screening new Volunteer applicants according to the Hospital's policies and procedures,
- Make Phone & Face to Face Interviews, give training for the new volunteers, and evaluate them through the first 3 months,
- Manage and follow up daily attendance,
- Coordinating volunteers to undertake assigned tasks,
- Making a daily checklist of tasks to ensure time is managed efficiently,
- Arranging meetings and documenting outcomes.
- Conduct reports by collecting and analyzing information,
- Maintain hard copy files and electronic filing system for the following information: - All information related to corporate events, Monthly and annual reports, Minutes of internal and external meetings, Volunteer applications, Online applications, Annual volunteer evaluations,
- Making travel arrangements for the children's campaigns,
- Give support to the Customer Service department for only one month a year (during Ramadan) due to the rush of calls,
- Directing visitors, and dealing with administrative problems and inquiries as appropriate,
- Participate in creating policies & procedures for 22 departments inside the hospital,
- Participate in the SWOT Analysis workshop with the UNDP about volunteerism in Egypt,

- Conduct an annual event for honoring volunteers either inside or outside the hospital.
 - Analyzed campaign data to evaluate success rates of various initiatives and recommend modifications when needed.
 - Prepared reports on fundraising progress for senior management team members using statistical data analysis tools such as Microsoft Excel or Access databases.
-

Certifications & Training:

- HR Analytics & Metrics | **Elsca University** - 2023
 - Performance Management | **HRCI** - December 2021
 - Organization Design | **HRCI** - October 2021
 - Total Rewards Management | **HRCI** - July 2021
 - HR Workshops | **HCC Human Capital Community** - 2017 - 2020
 - Certified Human Resources Management | **EgyCham** - 2016
-

Voluntary Work

I was a volunteer at Children's Cancer Hospital 57357 for 2 years, and my duties were:

- Support children who have cancer through some activities such as handicrafts, Drawing, Painting and sometimes listening to them.
 - I was responsible for the Family Education Center program supporting children's parents to endure treatment trips which has taught me to deal with a big mass of people from all levels.
 - Welcome guests and make tours for guests to show them the Hospital's history.
-

References:

“Reference are ready upon requests”

Additional Information

- **Marital Status:** Married
- **Date of Birth:** 19-08-1989