



Name: Gelan Mahmoud Abd-Elkarim

Location: Hurghada, Red Sea, Egypt

Career Objective

An experienced and well maintained professional, having ample amount of knowledge in Human Resources and Banking, Accounting, Business Development, Customer Service sector and seeking an opportunity in the organization to use my skills and be able to contribute to the firm for which I am working. I will put my best effort to learn the company's policies and make better decisions in the favor of the company.

Education

New Cairo Academy,) Information System & Foreign Commerce (Equation bachelor degree at the Cairo University, | Date of graduation Jun, 2011
Pre_ master at al-Sadat academy (Management information system).

Experience

Sunrise Holiday Resort Hurghada, Red Sea, Egypt, | Jul, 1, 2021 - Till Now

HUMAN RESOURCES SPECIALIST (internship)

- Find sources of candidates using a variety of search methods to build a robust candidate pipeline.
- Screen candidates by reviewing resumes and job applications, and performing phone screenings.
- Take ownership of candidate experience by designing and managing it and develop job postings, job descriptions, and position requirements.
- Perform reference checks as need.
- Manage penalty system according to the labor law and maintain penalty records up to date.
- Responsible for all Personnel activities and dealing with government authorities, such as labor office, social insurance authorities, and medical insurance and build a strong relationship with them.
- Manage & update employee's files.
- Responsible for the medical and employee theft insurance file to editing, cancellation and following up with the medical insurance provider.
- Assist into Monitoring and updating the existing compensation and benefits policies, guidelines and procedures, developing employee's benefits (cash & Non cash benefits).
- Managing the warning levels and the social insurance system.
- Full knowledge about Training & Development Module (Training Cycle).
- Full knowledge about Com&ben Module.
- Full knowledge about Performance Management Module.

Ink Solution Service Hurghada, Red Sea, Egypt, | Mar, 2018 – Jan, 2020

Founder

- Xerox Printing and service.

ISG Xerox Business partner Hurghada, Red Sea, Egypt, | Jan, 2016 – Jan, 2018

Dispatcher

- Entering data and daily problems on the company's system
- Receiving problems from customers and trying to solve them on the phone
- Distribution of engineers to their areas

Vodafone Egypt 888 Hurghada, Red Sea, Egypt, | Apr, 2015 – Jan 2015

Customer Service Advisor

- Responding to customers to solve their problems with services.
- Handling the customer.

Red Sea Real Estate Hurghada, Red Sea, Egypt, | Feb, 2012 – May, 2012

Sales and public relations

- Marketing and tourism.
- Customer interview for selling timeshare units.
- Follow up with the customer after the sale to rent his unit.

HEPCA Caring for the Red Sea Hurghada, Red Sea, Egypt, | Jul, 2011 – Oct, 2011

Environmental protection specialist

- Receiving environmental problems.
- Save and print the attached photos and transfer them to the administrators.
- Distribution of labor to work areas.

Queen Isis for hotel supplies Hurghada, Red Sea, Egypt, | Aug, 2009 – Aug, 2010

Marketing assistant

Hadad Group for hotel supplies Hurghada, Red Sea, Egypt, | Jun, 2008 – Jun, 2009

Secretary

- Organizing the dates of meetings and official visits
- Organize files, documents, and records
- Receiving written messages, calls, faxes, and e-mails, presenting them to the manager at specified times, and responding to them
- Organization of work, and its policy within the office.
- Attending meetings to present the agenda, take notes,

Licenses & Certifications

- **Human Resources diploma at EgyCham (130 training hours).**
- **ICDL Diploma at Misr Learn Training Center A.T.C.**
(IBM Authorized Partner and Microsoft Authorized Partner)
 - Basic Concepts of Information Technology (IT)
 - Using the Computer and Managing Files
 - Word Processing
 - Spreadsheets
 - Database
 - Presentation
 - Information and Communication
- **MCPD (From Microsoft)**
 - Introduction to SQL Server
 - Introduction to H^TM L
 - Windows Application using C#
 - Web Application using Asp.net
 - Dream Weaver
- **TOEFL: score "450".**
- **English Language Course at the British academy (Hurghada).**
- **Training in the National Bank of Abu Dhabi (Hurghada) For 3 months.**

key skills

- Good analytical and planning skills.
- Good Accuracy and attention to details.
- Excellent problem analysis.
- Excellent judgment according to the situation.
- Communication skills.
- Interpersonal skills.
- Handling skills.
- Focus on details.

Computer skills

- Microsoft Office
- Microsoft Excel
- Computer Hardware
- Networking
- Microsoft Products
- Operating Systems
- Microsoft PowerPoint
- Google Drive
- Microsoft Outlook

Language Skills

- English: Very Good. (Read, Write & Speak).

Personal Information

- Date of birth: 8/12/1989
- Marital Status: Married
- Nationality: Egyptian