

Hosam Ahmed El Taher

Cairo, Egypt

Career Profile

Human Resources Manager – United ATS, August 2024 – Present

Results-driven HR Manager with 17+ years of experience in multinational environments, specializing in HR digital transformation, policy development, and talent management. Proven track record in optimizing HR operations, implementing ERP systems (Odoo), and leading cross-border HR functions in Saudi Arabia and UAE. Adept at enhancing performance management, compliance, and employee engagement to drive organizational success.

Education

- **Master Business Administration (MBA)** – Arab Academy for Science Technology & Maritime Transport, February 2024 (GPA 3.75).

Career Progress

Career Progress

- Bachelor's degree of **Commerce**, Division of Information Systems Alexandria Academy, May 2006 (General Grade Good).

United ATS is the first private Egyptian company providing aviation technology services in the Middle East, Asia, and Africa.

International Branch Management:

- Lead and manage the human resources operations for the company's **Saudi Arabia** and **UAE** branches from the headquarters in Cairo, including:
 - **Administrative Coordination:** Ensure the effective implementation of company policies across international branches.
 - **Contracts and Policies:** Review and amend contracts to ensure compliance with local and international laws.
 - **Regular Communication:** Coordinate with local teams in the branches to maintain smooth workflow and resolve challenges.

Key Responsibilities and Achievements:

- **Digital Records Management:** Developed a comprehensive digital filing system for employee records, converting paper-based files into electronic formats.
- **Attendance and Leave System Improvement:** Enhanced the attendance and leave tracking system to ensure accurate and timely reporting.
- **Social Insurance Updates:** Reviewed and updated social insurance data for all employees to ensure compliance with regulations.
- **Custom HR System Development:** Designed and implemented a tailored HR system in collaboration with the IT department.
- **Organizational Structure Development:** Created a new organizational chart covering all company departments and branches.

- **Performance Evaluation Enhancement:** Reviewed Key Performance Indicators (KPIs) and improved the employee performance appraisal process.
- **Recruitment Management:** Led the recruitment process for senior positions such as Financial Manager, including job advertisements and interviews.
- **Administrative Changes Management:** Issued critical administrative decisions related to promotions, penalties, and organizational adjustments.
- **Policy Updates:** Prepared and updated the internal labor regulations to ensure compliance with local labor laws.
- **Collaboration with Odoo:** Planned the implementation of an ERP system using Odoo to optimize internal processes.

Previous Experience

Human Resources Manager – East & West International Group (Das Holding), From Aug 2018 to Jul 2024.

- Led recruitment, staffing, and onboarding processes across various industries.
- Managed employee relations, addressing conflicts and enhancing workplace culture.
- Developed training programs and supported career development initiatives.
- Administered compensation, benefits, and payroll, ensuring legal compliance.
- Implemented performance management systems and enforced HR policies.
- Promoted employee well-being and engagement through targeted program

HR & Admin Manager – Al Ramz Gen Cont L.L.C., from August 2012 to August 2018.

Tasks & Responsibilities:

- **Recruitment and Onboarding:**
 - Develop comprehensive recruitment strategies to attract skilled professionals in the construction and contracting industry.
 - Conduct in-depth interviews and assessments of candidates, evaluating their qualifications and fit for the organization.
 - Collaborate with hiring managers to define job requirements and create job descriptions.
 - Manage the end-to-end recruitment process, from sourcing to offer negotiation.
 - Oversee the seamless onboarding of new employees, ensuring they have the tools and resources needed to excel in their roles.
- **Employee Relations:**
 - Foster a positive and inclusive workplace culture by actively listening to employee concerns and resolving issues promptly.
 - Mediate conflicts and provide guidance to employees and managers on conflict resolution strategies.
 - Implement and manage employee recognition and engagement programs to boost morale and teamwork.
 - Stay informed about employee sentiment and work to address potential areas of improvement.
- **Performance Management:**
 - Administer the performance appraisal process, working with managers to set clear performance expectations and goals.
 - Provide constructive feedback to employees and assist in the development of performance improvement plans, if necessary.
 - Monitor and track employee performance, offering support and resources to help them succeed.
- **Training and Development:**
 - Identify skill gaps within the organization and design training and development programs to address them.
 - Coordinate and facilitate training sessions, workshops, and seminars to enhance employee skills and knowledge.
 - Encourage a culture of continuous learning and professional development.
- **HR Compliance:**
 - Ensure strict compliance with federal, state, and local labor laws and regulations.

- Maintain meticulous employee records, including personnel files and documentation of HR-related activities.
- Investigate and resolve employee complaints and disciplinary matters, following established company policies and procedures.
 - **Benefits Administration:**
 - Administer employee benefit programs, including health insurance, retirement plans, and other fringe benefits.
 - Act as the primary point of contact for employee inquiries related to benefits enrollment, changes, and claims.
 - Collaborate with benefits providers to negotiate competitive benefit packages for employees.
 - **HR Reporting and Analysis:**
 - Prepare and present regular HR reports and metrics to senior management, highlighting key performance indicators.
 - Utilize HR data to identify trends, areas for improvement, and opportunities to enhance HR processes.
 - Make data-driven recommendations to optimize HR strategies and initiatives.

Sr. HR Officer – Emirates Link Maltauro, Mar 2008 to Aug 2012.

Tasks & Responsibilities:

- Preparing correspondence, forms, schedules, contracts, & reports for the HR Manager & other department staff members.
- Preparing HR Certificates (to whom it may concern, Salary Certificate, acknowledgment Certificate, End of Service Certificate, etc....).
- Responsible for maintaining reports & files.
- Responsible for ensuring that up-to-date information is on file & organized for company employees.
- In charge of purging inactive HR records, & preparing employment contracts.
- Creating & updating the personal & company data in the payroll, & preparing the attendant sheet.
- Handling the vacation requests of the staff & site workers.
- Arranging the new employees' documents & hand them over to the PRO Section for submission.
- Dealing with insurance brokers to issue, cancel & replace insurance cards for staff & site workers.
- Preparing the documents needed to renew the insurance policy & requesting the quotations.
- Requesting the continuity certificates from the insurance co.
- Following up on the insurance claim with the brokers & the insurance company.
- Cooperating between the account dept. & insurance co. regarding the invoices & payments.

Courses

Successfully completed the training program & passed the final examination in the field of:

- **Human Resource Professional**, certified by the American Institute of Professional Studies 2016.
- **Human Resource Professional**, certified by Modern Academy of Training & Consultation 2016.
- **Project Management**, certified by NGG training center 2014.
- **Life Coaching Program Level 1 & 2**, certified by Australian New Future & Business Academy 2013.
- **ORACLE Customize application** (Based on form 6 I & Oracle data Base 10 GB).
- **ISO 9001:2008 Internal Qualities**, certified by Quality Reliance Middle East MGT. 2011.
- **(CBA) Chartered Business Administrator**, certified by Chartered Association 2011.

Skills

Computer Skills:

- Super User on **Oracle Application**.
- Excellent Knowledge of **MS Office** (Excel – PowerPoint – Word – Outlook).
- Good knowledge of internet & USB device configuration.

Language Skills:

- **Arabic:** Mother's tongue.

- **English:** Very good command of both spoken & written.

Interpersonal Skills:

- Ambitious, Hardworking & taking Initiatives.
- Organized & Structured.
- Team player & Effective communicator.
- Leadership & Decisiveness.
- Attentive to Details & Eager to learn.

Personal Information

- **Date of Birth:** 4th Nov 1985.
- **Marital Status:** Married.
- **Nationality:** Egyptian.
- **Visa Status:** Available.