

Eslam Galal Abdelwahab

HR Operations Manager

Visa Status: Visit Visa, Valid to 30th December 2024

Availability: Immediately Available

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Well-qualified HR Operations Manager with proven success in improving operations and solving problems with solid experience for more than 9 years in Egypt and GCC Countries with a strong knowledge of UAE labor laws and regulations, also using SAP SuccessFactors System. Highly proficient in building lasting relationships with key decision makers to achieve company goals. Ready to leverage training and experience to take on new professional challenges.

Passionate about improving the efficiency and quality of the Payroll, HRIS, OD, Recruitment, Personnel and Employee Relations, and contributed to several projects to implement new systems, policies, and procedures.

EXPERIENCE

Payroll & HRIS Section Head

May 2023 – Sep 2024

Agthia Group (UAE) - Abu Auf Company | Egypt

- Handle payroll and HR processes for the Dubai branches and using WPS.
- Track and analyze recruitment metrics to provide insights and recommendations for improving the hiring process.
- Support in the employee onboarding processes to ensure smooth integration of new hires into the organization.
- Streamlined HR processes by implementing an effective HRIS system, resulting in increased efficiency and reduced manual tasks.
- Review and validate employee time and attendance records for accuracy and completeness, maintain confidentiality and ensure the security of payroll data.
- Verify and process employee expense reimbursements, allowances, and benefits.
- Developed and executed payroll procedures and policies to determine compliance with regulations.
- Handled employee relations and performance management, promoting a positive workplace culture.
- Participated in the creation of a company-wide employee handbook outlining payroll policies and procedures, which increased overall awareness and understanding among staff members.
- Prepare and distribute daily payroll reports to relevant stakeholders.
- Manage payroll activities-related inquiries and resolve any discrepancies or issues raised by employees.
- Managed relationships with third-party vendors such as tax authorities, benefit providers, and payroll software companies to ensure seamless operations and accurate reporting.
- Provided technical support to end-users, addressing issues promptly and maintaining high levels of customer satisfaction.
- Created custom reports using HRIS tools, providing valuable insights for decision-making and strategic planning.
- Collaborated with IT department for system upgrades, ensuring seamless integration of new features and functionalities.
- Developed comprehensive training programs for HR staff, leading to improved utilization of the HRIS platform.
- Leveraged automation tools within the HRIS system to streamline benefits administration processes, improving employee experience while reducing administrative overheads.

HR Operations Section Head, Shared Services

Sep 2018- Apr 2023

Alsafy Group | Egypt

“Numerous Lines of Business Retail (Apple Authorized Reseller [Switch Plus], Samsung, and Xiaomi)

Also Different Industries (FMCG, Hospitality, Real Estate & Constructions, Automotive, and Oli & Gas)”

- Recruitment and Staffing, Successfully, led recruitment initiatives, attracting top talent and overseeing their seamless onboarding process.
- Managed full-cycle recruitment activities, achieving timely and successful hires for critical positions for Egypt and (ALSAFY Hi-Tech Dubai).
- Employee Relations Proven track record in resolving conflicts and fostering a positive workplace environment, enhancing employee satisfaction and productivity.
- Developed and implemented effective recruitment strategies to attract high-quality candidates for various roles.
- Aligned with hiring managers to understand job requirements, create accurate job descriptions, and streamline the hiring process.
- Ensured a positive and professional experience for all candidates throughout the recruitment process.
- Developed sources of recruitment by maintaining liaisons with specialist schools, institutions, organizations, and associations.
- Facilitated the annual performance review process for all staff members, providing constructive feedback and setting tangible goals for professional growth.
- Championed diversity initiatives within the organization by creating inclusive policies that promoted equal opportunity employment practices.
- Applied performance management system to align individual goals with company objectives, fostering a culture of continuous improvement.
- Identified and implemented appropriate strategies to increase employee satisfaction and retention.
- Designed Structure for compensation and benefits according to market conditions and budget demands.
- Design organization charts for the companies and hierarchy.
- Designed the grading of each position and the pay scale and monitored the team's budget.
- Perform periodical analysis for the HR department (Turnover, Exit Interview, Promotion and New Hires Curve).
- Conduct an investigation and take actions according to labor law and contact the legal department for fraud cases.
- Project manager to SAP system handling all technical problems on the system, including liaising with SAP Consultants with regards to system issues for the 16 companies.
- Manage payroll and employee benefits, including bonuses, leaves, and absences administration on the SAP system.

HR Generalist

Jan 2016 - Aug 2018

Pharma Overseas Company | Egypt

- Leading recruitment efforts to attract top talent and oversee the onboarding process.
- Maintained talent databases, improving candidate tracking and communication.
- Coordinated all aspects of employee learning and development.
- Oversaw the HR Information System.
- Provided advice to employees and managers on company policy & legal requirements.
- Prepared monthly salaries.
- Optimized workforce planning by analyzing staffing needs and making data-driven recommendations for hiring or reorganization efforts.

- Reduced employee turnover with take charge conflict resolution and performance management strategies.
- Administered payroll accurately, ensuring timely payment processing while minimizing errors in calculations or deductions.
- Developed customized training programs to enhance employee skills and increase productivity levels.
- Supported company growth by leading successful recruitment and hiring campaigns.
- Improved employee retention by implementing effective onboarding and training programs.

EDUCATION

Bachelor of Commerce and Business Administration - Accounting Aug 2011 - Jun 2015
Helwan University, Egypt

Professional Diploma in Human Resources Management Jan 2016 - Jun 2017
Ain Shams University, Egypt

Courses and Training

- Recruitment & Selection course at (HCC).
- HR Fundamentals course at (HR Passport).
- Data Analysis Course at (CLS).
- Marketing & Sales & E-commerce course at (Helwan University).
- Electronic Accounting course at (Helwan University).
- Training at Cairo International Airport.
- English Courses at (Berlitz, AUC, and British Council)

SKILLS

Motivational Leadership, Training and Development, Interpersonal Skills, Talent Management, Strong Command of HR Technology, HRIS, Succession Planning, Analytical Skills, Decision-Making, Attention to Detail, Organizational Skills, Team Collaboration, Budgeting, Payroll, Recruiting, Applicant Tracking Systems (ATS), Retention, Onboarding, Managing Compensation and Benefits, Objectivity and Critical Thinking, Strategic Thinking, Multitasking Skills. Administrative skills, HR reporting skills, Coaching, LinkedIn Recruiter, Microsoft Office Suite.

Languages

- Arabic: Native
- English: Professional

Personal Information

- Place of Birth: Egypt
- Date of Birth: 10/09/1993
- Gender: Male
- Nationality: Egyptian
- Marital Status: Single
- Military Service: exempted

References are available on request.