

Reham ElShenawy

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Personal Data:

Nationality : Egyptian

Current Location: Cairo /Egypt

Marital Status: Single

Skills:

- More than ten years' experience in HR, five of which in a supervisory role.
- Expert business and organizational planning ability.
- Vast experience in team leadership.
- Successful experience in employee relations.
- Excellent written and verbal communication.
- Strategic thinking ability.
- Ability to multitask.
- Strong problem solving, critical thinking, coaching, interpersonal, and verbal and written communication skills.
- Proficiency with computers, especially MS Office.
- Ability to plan for and keep track of multiple projects and deadlines.
- Familiarity with budget planning and enforcement, human resources, and customer service procedures.

WORK EXPERIENCE

Heaven Egypt for Import, Cairo – Egypt

Jan. 2020 – Present

HR and Administration Manager

Areas of Responsibilities:

- Develop and implement HR strategies aligned with the company's overall objectives.
- Oversee the recruitment and selection process, ensuring the right talent is sourced and hired
- Manage all aspects of employee relations, including performance management, employee engagement, and disciplinary procedures.
- Develop and maintain HR policies and procedures in compliance with local labor laws and regulations.
- Ensure accurate and timely payroll processing, in coordination with finance teams
- Drive the employee development and training initiatives to enhance productivity and professional growth.
- Manage employee benefits, including leave management, medical insurance, and compensation packages.
- Maintain HR records and files, and ensure confidentiality of employee information.
- Address employee grievances and resolve conflicts in a fair and timely manner.

Supervisor - HR Operations (Services Delivery)***Areas of Responsibilities:***

- Support the HR Operations Manager in the delivery of day-to-day HR operational services to the employees and the business across the Bank.
- Actively build highly effective relationships across the wider HRD and business teams to ensure that HR Services
Are well represented and connected to wider HR programs that meet the Bank's objectives.
- Support the Manager in the implementation of HR operational plan for the departments in line with Bank's HR strategic plan.
- Ensure that subordinates are kept informed of any policy changes and that the appropriate up skilling and communications happens to support the implementation of the changes.
- Provide supervision to the service delivery team to deliver a high quality of service within a culture of customer service and continuous improvement to ensure that the service remains relevant and effective
- Ensure that HR Services deliver a 'joined up' and well positioned operational service to the business and the wider HR team.
- Work closely with the Recruitment team to provide support in the governmental approval process in order to support the recruitment requirements.
- Ensure appropriate follow-up of all ministerial related approvals, including approvals for new visas and hiring pipelines.
- Supervise an effective on boarding process in liaison with the Recruitment team, this include travel arrangements, conducting new hire orientation meetings, registration of new employees in all relevant HR systems and Bank's insurances in a timely manner.
- Act as point of contact in responding and resolving employee questions and/or problems and ensuring information and supplies are up-to-date in relation to Employee Benefits, including Insurances. Provide support in resolving employee relations issues.
- Work in partnership with HR specialist teams and management regarding HR solution effectiveness in order to continuous improvement opportunities.
- Supervise all activities in relation to staff's Insurances requests. Ensure that there is an adequate follow-up process for Claims processing, reimbursement and Addition/Deletions requests.
- Supervise the staff's leave processing. Ensure all leave requests are processed adequately and in timely manner. Act as the "checker" for the authorization of requests.
- Supervise the staff exit procedure requirements. Review all the documents of the resigned staff to ensure that all exit forms are adequately completed and filed in a timely manner.
- Ensure that the team undertake continuous reviews and improvements of practices (process, operations, technology, reporting) to ensure the service delivered remains at the highest quality.
- Ensure that all assigned reports are prepared timely and accurately and meet the Bank and department's requirements, policies and standards.
- Represent the team and actively contributes in internal meetings as applicable and per authority levels in order to ensure relevant matters are dealt with in a timely and efficient manner.
- Undertake any other duties of similar nature directed by the management that are related to the department and are within the expertise and skills of the job holder.

HR Coordinator***Areas of Responsibilities:***

- Prepare and typing all types of correspondences for Banks, Traffic department, Immigration Department, Labor Ministry, Supreme of Education Council and government sections.
- Prepare all types of HR application like Appraisal form, Leave application form, Duty re-joining form, Weekly time sheet, Resignation form, Sick leave application form and Duties Handing Over form.
- Prepare salary certificates, experience letter etc.
- Responsible for implementing and maintaining all aspects of Qatari Immigration Requirements for all overseas employees and their dependents and local hire sponsored employees along with local hire employees where required.
- Responsible for maintaining accurate information related to all HR databases.
- Keep all employee files and information current and active.
- Working on MENA System (User information System) and keep it updated.
- Working on SEC (Supreme of Education Council) System and keep it updated.
- Prepare a Labor Contract and work permits.
- Making Schedule for Medical and Finger Print for new staff.
- Coordinate with the medical Insurance Company.
- Coordinate with PRO for all the transactions of staff (New RP, Renew RP, Exit Permit, Labor Contracts, Work permit, work visas and attested certificate.
- Take the attendance and make daily attendance report (Using Bio star System).
- Explain to the employees the government's rules and procedures
- Assist the employees who's resigned or terminate to finish their clearance and get the final Settlement
- Update the other departments (Like Finance, IT and Registration) when we get resignation or Termination for employees.

Employee Mobilization - E-Government Specialist**Human Resources Dep.*****Areas of Responsibilities:***

- Preparation of applications for all kind of visas: work visa, business visa, visit visa and family residence Permit.
- Processing all transactions for all the employees of Al-Fardan companies and their Families.
- Processing all transactions thru E- Government like (Exit permits, Resident Permits renewals, New Resident Permits, Resident Permits cancellations, medical appointments and health cards renewal) for All Al-Fardan Companies (Al-Fardan Group, Automobile, Exchange, Jewelry, Marine, etc.) And sister companies.
- Handles the petty cash and maintains cash records and prepares petty cash reimbursements Summary.
- Prepare a Daily reports.
- Preparation of Labor Contracts for new hires.
- Assist employees with day to day queries and enquiries on HR policies, Immigration regulations and procedures, annual leave, HR rules and regulations or employees' benefits and entitlements, relating to salaries, leaves attendance, transfers and any other official related matter.
- Liaise with Recruitment Department with respect to new arrivals.
- Monitoring schedules of new hires for medical and finger printing.

Secretary & Documents Controller @ Al-Khafji Joint Operations:**Areas of Responsibilities:**

- Working with Oil and Gas industries and construction field in documents controlling, filing systems for all technical and correspondence records using expedition tracking system.
- Administrating whole projects documentation.
- Experience with Electronic Document Control Systems (using PRIMAVERA EXPEDITION).
- Filing and following up with all contractors activities as per project time schedule and issuing the Communications / letters.
- Monitoring the running projects, communicating with the projects executive contractors and ensure that the approval of documents are ready on time.

EDUCATION

- Primary, preparatory and Secondary School – at Kingdom of Saudi Arabia
- 1994-1998 Faculty of Arts – Mass Media & Communications Dep.

COMPUTER KNOWLEDGE

- MS Office (Word, Excel, Outlook, Power Point, Internet and Social Media web platforms).

Language:

- Arabic (Mother Tongue).
- English (Excellent).

TRAININGS AND COURSES***Language Courses:***

- English Courses in AUC (American University in Cairo).
- English Courses in (Berlitz Language Centre – Doha).

Software Courses:

- (PRIMAVERA EXPEDITION) – Documentation System.
- MENA System – Employees & User information System.
- SEC (Supreme of Education Council System) - Employees & User information System.
- OHR System – (HRIS systems).
- OTMS System – (HRIS systems).
- Custom Clearance System (NAFEZA).

References:

Available Upon Request.