

## **Mohamed Ezz El-Din Mohamed Ahmed**

6th of October City

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### **Education:**

➤ **Cairo University**

Graduated from Faculty of Commerce, Accounting Department (2004 -2008)

### **Work Experience:**

➤ **HR Specialty Manager – Andalusia For Medical Services**

(From May 2017 up till Now)

- Preparing the yearly manpower plan.
- Conduct job-specific structured interviews and headhunting activities and provide recommendations and input to management on hiring
- Making calibration with managers to determine the required criteria.
- Developing organizational charts.
- Conduct and run recruitment/promotional assessments for internal and external hiring purposes and provision information on results
- Implement the manpower planning process and related requirements in line with the organizational.
- Monitor and maintain employment records such as rehiring, transfers and promotions.
- Manage the design & the update of the company organization structure in cooperation with the line managers in order to ensure eliminating unnecessary & fat layers to help company perform to its full potential.
- Supervise the day-to-day operations of administration to ensure that work processes are implemented as designed and in compliance with established standards and procedures
- Monitor the overall performance of the section and ensure HR activities are continuously evaluated against performance measures
- Managing the Performance Management System to ensure company & individual goals are consistently being met in an effective and efficient manner.

## ➤ **Recruitment Supervisor – ECCO Outsourcing**

(From Nov 2013 till May 2017)

- Manage the talent acquisition specialist team, setting plans and targets.
- Conduct periodical meetings to coach and mentor the team.
- Update and monitor the shared folder.
- Measure the performance of the recruiters and provides feedback to the direct manager.
- Build effective talent pools.
- Curriculum Vita filtration.
- Support in conducting first and/or 2nd interviews to select the candidates who match the clients' requirements.
- Audit on recruitment process and interviews.
- Collect clients' feedback regarding the recruited candidates and communicate them to the team and setting action plans if needed.
- Follow up on retention and classes filled.
- Support in conducting orientation sessions for new candidates.
- Make sure that all recruiters inform the candidates with the job offer, and confirm their acknowledgement.
- Suggest proper media for approaching the right caliber candidates and posting new vacancies over different types of social media.
- Review and follow up the interviews results and build data base (accepted/rejected/waiting, etc..) for future analysis.

## ➤ **Talent Acquisition Specialist - ECCO Outsourcing**

(From May 2012 till Oct 2013)

Worked as a recruiter and was responsible for the hiring of all of the positions in the company and also for all of our customers, Job Description:

- Efficiently and effectively fill open positions.
- Reaching the defined targets for hiring of different job families (time, costs, quality)
- Develop a pool of qualified candidates in advance of need.
- Administers job interviewing schedules for all job vacancies (and keeps promises done to job applicants)
- Reports the progress on assigned job vacancies on the regular basis, communicates early warnings and provide the regular feedback about the performance of the recruitment process.
- Build networks to find qualified passive candidates.
- Post openings in newspaper advertisements, with professional organizations, and in other position appropriate venues.
- Utilize the Internet for recruitment.
- Post positions to appropriate Internet sources.
- Improve the company website recruiting page to assist in recruiting.
- Research new ways of using the Internet for recruitment.
- Use social and professional networking sites to identify and source candidates.

## ➤ **Customer Services Representative - ECCO Outsourcing**

(From June 2010 till May 2012)

Worked as a Customer Services Representative in Samsung project:

- Answering and handling calls for any customer asking about any Samsung product.
- Helping customers in their warranty activation, service appointments, complains and any information about our retail shops.
- Following up with the customers for any update.
- Follow up with clients for any inquiry needed.
- Sending reports about the received calls.
- Sending weekly reports for the whole performance of the week.

### **Training Experience:**

#### ➤ **Intern in NSGB bank:**

- I worked as a Trainee through 07/2006 - 09/ 2006 in the Customer Service department and the accounting
- I worked as a Trainee through 7/2007 - 09/2007 in the Credit and Loans department.

### **Skills:**

#### ➤ **Personal Skills:**

- Hard worker
- Very well Organized
- Work as a team member or individual
- Good Communication and Presentation skills
- Have the ability to lead

#### ➤ **Computer Skills:**

- A good user of Microsoft Office (Word – Excel – Power Point- Outlook)
- Internet Searching and browsing
- Good in working with Computer, Fixing problems.
- Knowledge of Computer Software.

#### ➤ **Language**

- Arabic: Mother Tongue.
- English: Excellent command of Speaking & Writing.

**Personal Data:**

**Gender:** Male

**Date of Birth:** Sep 23, 1986 in Cairo – Egypt

**Nationality:** Egyptian

**Physical Status:** Fit With No Ailment

**Marital Status:** Single

**Military Service:** Completed