

Mohamed Mohsen

Human Resources Specialist

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SUMMARY

Experienced HR Personnel with a strong background in customer service and problem resolution. Skilled in employee relations, recruitment support, and conflict management. Eager to help others and committed to creating a positive and supportive workplace. Known for handling sensitive situations with professionalism, empathy, and efficiency.

EXPERIENCE

HR Personnel Specialist 05/2025 - Present
Top Business

- Coordinated end-to-end recruitment processes, including job postings, resume screening, interviewing, and onboarding of new hires.
- Supported benefits administration, including enrollment, changes, and responding to employee inquiries on health insurance, retirement plans, and leave policies.
- Conducted new hire orientations and facilitated onboarding sessions to ensure smooth integration into the company culture and processes.
- Assisted with the development and implementation of HR policies, procedures, and compliance with federal, state, and local labor laws.
- Processed employee status changes, promotions, transfers, and terminations, ensuring timely communication with payroll and relevant departments.

Senior Customer Service & Operation Specialist 01/2023 - 06/2025
Egypt Post

- Coordinate with other team members to ensure that customer orders are processed efficiently. Inspected outbound shipments and conducted random sampling of product quality.
- Monitor inventory levels and supply chain activities to prevent shortages. Created and executed system and integration test scripts.
- Generate reports on customer feedback and operational performance aligns with Egyptian customs affairs.

Senior Quality Assurance 12/2018 - 03/2023
Commercial International Bank (CIB)

- Worked with specific production team members to rectify production issues and maintain high-quality final products.
- Inspected outbound shipments and conducted random sampling of product quality.
- Tested Commercial international Bank (CIB) products and making sure for employees' information about system.
- Created and executed system and integration test scripts.
- Utilized gauges, tools and equipment to complete in-depth assessments.

Quality Assurance 08/2016 - 11/2018
Vodafone

- Identify training needs for agents.
- Improve customer satisfaction by maintaining high service standards.
- Ensure consistency and accuracy in customer interactions.
- Tracking calls and making reports and recommendations.

Sales Representative

Aa'mer Group

- Developed and delivered engaging sales presentations to convey product benefits.
- Met with existing customers and prospects to discuss business needs and recommend optimal solutions.
- Created professional sales presentations and seminars to effectively demonstrate product features and competitive advantages.

06/2016 - 06/2016

Customer Service Agent

Vodafone

- Entered customer interaction details in sales system to track requests, document problems and record solutions offered
- Communicated with clients regarding account services, statements, and balances
- Resolved over eighty customer issues per shift by researching and exploring answers, implementing solutions and escalating unresolved problems to upper management

04/2013 - 06/2016

EDUCATION

Cairo University - Licentiate in Philosophy

09/2018 - 07/2022

CERTIFICATES

HR Diploma

Arab Academy For science and technology

In progress

05/2025 - 12/2025

SKILLS

Critical Thinking	Advanced	Complaint resolution	Advanced
Service standard compliance	Advanced	Multi-line phone talent	Expert
Handling problems and creating solutions	Expert		

LANGUAGES

German	Basic	English	Fluent
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