



Nour Ebid - HRMD

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Summary

I'm an HR professional with a solid years of experience in Human Resources Management, in addition to diverted experience in many Business industries Software Development, Information Technology, Shipping, Telecommunication, and Outsourcing Services.

Areas of Expertise:

- Talent Acquisition, Recruitment Planning, Sourcing, Interviewing and Selection.
- Talent Management, Learning effectively and Training Management.
- HR Administrative Operational Procedures and Processes.
- Organization Development, Job Analysis, Job Description, Performance Management (360 Degrees Feedback).
- Compensation and Benefits: Payroll Management, and Grading Structures.

Experience



Human Resources Manager - Middle East

Inetum Middle East

Dec 2019 - Present (11 months +)



Head of Talent Acquisition

IST Networks

Dec 2018 - Dec 2019 (1 year 1 month)

As The Head of Talent Acquisition i'm responsible for defining and leading IST Networks talent acquisition strategy to support our rapid growth across the company's multiple locations (Egypt, KSA, Bahrain, Turkey, and UK). Ensure we attract and hire the right people by identifying talent gaps, develop recruiting strategies and programs that ensure an ongoing pipeline of top talent, by working closely with the hiring managers, and will manage as well the employer branding, and acting as IST Networks brand ambassador.

Job Responsibilities:

- Improve the recruitment process in the organization.
- Design, implement and maintain the appropriate processes, tools, systems and training's necessary to scale and support the recruiting function.
- Develop and implement high quality, innovative and cost-effective sourcing strategies.
- Establish effective selection process.
- Choose the best tools to support candidate experience and recruitment process efficiency.
- Manage the recruitment process and life-cycle end-to-end, including initial assessments, interviews, and job offers.
- Provide recruitment counsel and guidance to hiring managers and management team with hiring and employment data.
- Working on retention, hiring, employee turnover, and salary surveys reports in semi-annually and annually base.

- Build talent communities and talent pipelines for critical skill areas and diversity sourcing efforts, that yield into hiring outcomes for the business.
- Develop and implement employer branding efforts and strategy for IST Networks.

HR Manager

PaySky, Inc.

Mar 2018 - Dec 2018 (10 months)

As HR manager i'm the go-to person for all employee-related issues. This means that my duties will involve managing activities such as job design, recruitment, employee relations, performance management, training & development and talent management.

A People are our most important asset and I'm the one responsible to ensure we have a happy and productive workplace where everyone works to realize our established mission and objectives. Promoting corporate values and shaping a positive culture is a vital aspect of a complete HR manager job description and specification.

Responsibilities:

Develop and implement HR strategies and initiatives aligned with the overall business strategy

Bridge management and employee relations by addressing demands, grievances or other issues

Manage the recruitment and selection process

Support current and future business needs through the development, engagement, motivation and preservation of human capital

Develop and monitor overall HR strategies, systems, tactics and procedures across the organization

Nurture a positive working environment

Oversee and manage a performance appraisal system that drives high performance

Maintain pay plan and benefits program

Assess training needs to apply and monitor training programs

Report to management and provide decision support through HR metrics

Ensure legal compliance throughout human resource management



Senior HR Specialist

Integrant, Inc.

Jul 2014 - Mar 2018 (3 years 9 months)

Responsibilities:

Lead the creation of a recruiting and interviewing plan for each open position.

Efficiently and effectively fill open positions.

Conduct regular follow-up with managers to determine the effectiveness of recruiting plans and implementation.

Maintain a pool of qualified candidates ahead of needs.

Research and recommend new sources for active and passive candidate recruiting.

Research new ways of using the Internet for recruitment.

Conduct pre-screening interviews.

Assist in performing reference and background checks for potential employees

Assist in interviewing and selecting employee's onsite.

Continuous update for the Catsone (Internal System) daily.

On boarding, Conduct the Orientation Session for new comers and prepare the welcome needed items for him/her.

Training analysis for each department.

Collect training needs from Functional Managers.

Search for Training Providers that can provide the needed Programs within the Training and Development Budget.

Share the outcomes with the HR Lead and follow up on the Financial Approval.

Communicating with the Training Provider and the financial department for Payment.

Communicating with the recommended Employees and the Training Provider to set a suitable schedule for the Training Program.

Communicating with the Employees to check the quality of the Training provided through a Training Evaluation Sheet.

Managing the Evaluation cycle biannual.

Involved in the Evaluation cycle preparation (Gathering the evaluator's list, Send the Evaluations, Manage the evaluation calculation).

HR Specialist (Vodafone VIS Project)

EgyptNetwork

Jan 2013 - Jul 2014 (1 year 7 months)

Responsibilities:

Responsible for all client communications, conflict resolution, and compliance from the client side.

Recruit, interview, test & select candidates to fill vacant positions.

Handling the monthly closing transactions preparation and ensuring accurate data is entered for all employees e.g. Overtime, Leaves etc.

Follow-up employee's attendance and personal issues.

Ensures that client issues are dealt with in an efficient manner, informing the any problems that may arise to the BDM.

Create the monthly invoice and send to BDM & Financial department for reviewing and follow up with collection.

Works closely with the project team in order to maintain a continuous knowledge of project status.

Aware and in pursuit of opportunities for account growth and new business, involving the division manager.

Reports to the division manager, providing regular input on all account activity, including status reports on a weekly basis.

Briefing current and new staff about company policies, benefits and all HR matters aligned with the HR Manager.

Handling the monthly closing transactions preparation and ensuring accurate data is entered for all employees e.g. Overtime, Leaves etc.

Provide new ideas for activities that can contribute to increased interpersonal relationships.

Responsible to collect and achieving Employee key objectives.

HR Specialist (Huawei Project)

EcoTel Holding

Jan 2012 - Jan 2013 (1 year 1 month)

Responsibilities:

Assist in Developing a healthy organizational culture, effective organization communication, enhance organization performance management system.

Recruitment process: recruit, interview, test & select candidates to fill vacant positions.

Plan and conduct new employee orientation through a induction training and explaining to the new employee his responsibilities to foster positive attitude toward company goals.

Process, verify, and maintain documentation relating to personnel activities such as staffing, recruitment, training, complaints, and performance evaluations.

Creating job description template for every job title & writing its activities.

Follow-up employee's attendance and personal issues.

Assist in conducting surveys to measure employee satisfaction, working environment, tangible and intangible motivators.

Dedicate 10% of monthly working hours for local offices visits to promote communication/interaction between HR team members in HQ and other local offices.

Generating and apply new Performance appraisal system.

Responsible for achieving HR key objectives.

Assist in the process improvement.

Resignation process "conduct exit meeting & discuss reasons for resignation".

Medical Care Process: Issuance, Renewing, and terminating the employee's subscriptions.

Updating the Organizational Charts.

Organizational ID's Issuance.

Provide new ideas for activities that can contribute to increased interpersonal relationships.

Maintain and retain the Payroll sheets for all the organization employees.

Collect training needs, prepare training plans & schedule internal training.

Represent the company in any event or perform other duties as assigned.

Reporting to Huawei Project Manager.



Recruitment Specialist

Resource Professional

Jan 2011 - Jan 2012 (1 year 1 month)

Recruitment Operation Department. (From Nov 2011 Acting as Supervisor)

1. Screening & searching for suitable candidates according to the detailed job description.
2. Handling the candidates' phone calls, playing an intermediate role between client and the candidates.
3. Making daily classification for the received CVs by the email.
4. Making initial interviews for the selected candidates, making evaluation sheets for them and arrange second interviews for the short list with the clients.
5. Arrange for the interviews (Workshop) as the following:
 - A) Prepare the interview schedule after we receive the short listed candidates from our client at least four days before the interviews; send it to our client by email.
 - B) Prepare a file for each scheduled candidate with CV, Evaluation Sheet (either RP template or client template).
 - C) Assure a professional interview environment with all the necessary equipment.



Customer Service Executive

Aramex

Sep 2009 - Jan 2011 (1 year 5 months)

Responsibilities:

Dealing directly with customers either by telephone, electronically or face to face.

Respond promptly to customer inquiries.

Handle and resolve customer complaints.

Obtain and evaluate all relevant information to handle inquiries and complaints.

Perform customer verifications. Process orders, forms, applications and requests.

Direct requests and unresolved issues to the designated resource.
Manage customers' accounts.
Keep records of customer interactions and transactions.
Record details of inquiries, comments and complaints.
Record details of actions taken. Manage administration.
Communicate and coordinate with internal departments.
Follow up on customer interactions.

Education



The American University in Cairo

Post Graduate Diploma, Human Resources Management

2010 - 2011



Cairo University

Bachelor of Arts, Law

2003 - 2007

Licenses & Certifications



Psychometric Personality Assessment - Real Hands-on



Performance-Based Hiring - LinkedIn



Technical Recruiting - LinkedIn



Employer Branding to Attract Talent - LinkedIn



Managing Teams - LinkedIn



HR as a Business Partner - LinkedIn



HTML Essential Training - LinkedIn



Introduction to CSS - LinkedIn



CSS Essential Training 1 (2017) - LinkedIn



Coding Intro - IBM



CSS Essential Training 2 (2017) - LinkedIn



CSS Essential Training 3 (2017) - LinkedIn



Programming Foundations: Fundamentals - LinkedIn



CSS Essential Training - LinkedIn



JavaScript Essential Training - LinkedIn



Succeeding in Web Development: Full Stack and Front End - LinkedIn



Web Development Foundations: Full-Stack vs Front-End - LinkedIn



Git Essential Training: The Basics - LinkedIn



Workflow Tools for Web Developers - LinkedIn



Become a Web Developer - LinkedIn



Learning Functional Programming with JavaScript - LinkedIn



HTML, JavaScript, & Bootstrap - Certification Course by YouAccel Training - Udemy

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Human Resources Foundations - LinkedIn



Understanding Business - LinkedIn



Learning App Building with Vanilla JavaScript - LinkedIn



Web Portfolio Projects: Binding and Propagation - LinkedIn



Learning Functional Programming with JavaScript ES6+ - LinkedIn



Udacity Nanodegree Graduation Certificate The Web Development Challenger - Udacity

6DAAGWEP



Udacity Nanodegree Graduation Certificate The Web Development Challenger - egFWD

Skills

Recruiting • Employee Training • Performance Management • Payroll • Onboarding • HR Policies • Job Descriptions • New Hire Orientations • HR Consulting • Employee Benefits

Honors & Awards



Certificate of Achievement - EgyptNetwork

Jun 2013

Certification of Achievement for demonstrating the continued commitment required to achieve excellence and success.