



# Abdelrahman Mabrouk

## Senior HR Specialist

Faisal, Giza. Egypt

01113224292

[abd.m.mabrouk@gmail.com](mailto:abd.m.mabrouk@gmail.com)

### Summary

---

As a human resources (HR) over three years of experience, I know my various skills and qualifications will make me an asset. After graduating I have built my career in a variety of roles where I have gained diversified experience in the human resources. I have accumulated extensive experience in Customer Service, finance department, Marketing, administrative security & services industry, sales operations. The nature of my background has also prepared me for positions that involve a great deal of independent research, team work, innovation, self-motivation, problem solving, multi-tasking, paying attention to details, and strong report writing.

### Work experience

---

#### HR Specialist

11/2018 - Present

#### Opentekware

- Creating, posting, and updating internal and external job listings for the accuracy of job descriptions
- Accurately documenting data entry and reporting functions related to the personnel and payroll
- Enforcing and monitoring the adherence to company policies, rules and regulations
- Maintain employee records attendance according to Company policy
- Coordinated employment testing for candidates, reviews assessment scores and candidates' qualifications to determine eligibility
- Responsible for pre-screening and scheduling all candidates for interviews; including processing background
- Built strong internal/external relationships and proactively recruit through a variety of sources, including internet, networking, ads
- Conducted proactive searches utilizing creative and cost-effective sourcing methods and networking strategies, including internal sources such as employee referrals and encouraging employee development
- Continue interaction with the candidate till the time the candidate joins the organization
- Responsible for the compliance and document tracking requirements as per defined process that conform to the local labor code
- Responsible for employees' contracts, vacations, job performance
- Supporting HR administrative processes and special assignments when necessary
- Serve as initial point of contact within the Company for human resources matters and provides guidance to senior management
- Conduct periodic reviews and audits of personnel files, Prepare and proofread all human resources correspondence

**Accountant**

01/2018 - 10/2018

Delta Jammy

- preparing accounts and tax returns
- administering payrolls and controlling income and expenditure
- auditing financial information
- compiling and presenting reports, budgets, business plans, commentaries and financial statements
- analyzing accounts and business plans
- providing tax planning services with reference to current legislation
- financial forecasting and risk analysis
- dealing with insolvency cases
- negotiating the terms of business deals and moves with clients and associated organizations
- meeting and interviewing clients
- Work tends to be office based, with working hours often extending beyond at peak times, such as at the end of the financial year
- Withdrawals and deposits in banks
- Extract invoices for Customers and issue purchase orders to vendors and distributors

**Customer Service**

01/2017 - 12/2017

Vodafone

- Provide Vodafone Egypt High customers with all required information related to the company products and services with delighting them with a superior customer service
- Providing guidance in areas of professional matters as requested or needed
- Prioritizing and achieving multiple tasks, establishing and meeting deadlines
- Follow up all customers related issues and provide timely feedback to Vodafone Egypt High Customers
- Provide customers with superior recommendations and actions, and be a driver for customers satisfaction and Loyalty. Perform standardized activities and tasks efficiently and effectively
- Handle all USB and mobile internet basic trouble shooting related issues
- Handle and retain all the customers' complaints within the SLA

**Administrative security Supervisor**

11/2015 - 12/2016

Mitsubishi Egypt Elevators & Escalators (Melco-MEC)

- assist Manager in performing all duties in compliance with security issues insert as applicable
- Provide supervision to security officers in absence of Shift or Site Supervisor
- Investigate and prepare reports on accidents, incidents, and suspicious activities
- Complete daily/weekly reports, daily badge audit reports
- Follow up the employees' attendance in different sites
- Write and submit security reports
- Conduct routine patrols with team

## Education

---

**Bachelor of computer science**  
**Higher institute for qualitative studies**

**09/2015**

## Skills

---

- Microsoft Office (excel, word, PowerPoint)
- Invoices, purchase orders and quotations
- relationship with suppliers, vendors, customers
- Hiring, recruitment, Operations Management
- contracts, vacations, job performance
- Financial Accounting, Payroll, Taxes
- Problem Solving, Teamwork, Communication, Creativity

## courses & Training

---

- [Web Design diploma](#) at [Russian Culture Center](#)
- [I C D L course](#) at [Creative Courses](#)
- [Adobe Photoshop Certificate](#)
- [Adobe Dreamweaver Certificate](#)

## Languages

---

1. **Arabic:** Mother Tongue
2. **English:** Good

## Personal Information

---

- Nationality: Egyptian
- Date of Birth:1/1/1994
- Marital Status: Married
- Religion: Muslim
- Military Status: Exempted