




HEBA MUHAMMED GAMAL

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OBJECTIVE

Seeking a challenging position within a reputable organization with opportunity for professional growth, where advancement is based upon professional skills and contributions, and where my acquired skills and education will allow me to develop and improve experience.



EDUCATION

Bachelor's Degree | Faculty Of Childhood Education

2016 – 2020

English Department.



EXPERIENCE

- Offshore Recruitment Specialist | Elevate Whole Tech

June 2023 – Sep 2023

-Execute recruiting strategies to identify, attract and schedule top insurance sales agent candidates using various job boards, social media platforms, and other recruitment tools.

-Participate in ongoing recruiter training and development to enhance the ability to identify and select qualified candidates.

- English Teacher - KG Department | Al Alsun Modern School

Nov 2022 – March 2023

-Use a variety of activities and instructional methods to motivate and stimulate children's abilities.

-Teach alphabet and numeracy along with personal, social and emotional skills.

- Freelancer Acquisition Manager and Team Leader | Career Community

Aug 2022 - Present

-Schedule interviews, oversees preparation of interview questions and other hiring and selection materials.

-Assist with the interview process, attending and conducting interviews with qualified candidates.

-Create an inspiring team environment with an open communication culture.

-Set clear team goals to screen applications and selects qualified candidates.

-Delegate tasks to team members to maximize numbers of accepted candidates and profits, monitor team performance and report on metrics.

- Customer Service Rep | HSBC, Smart Village

June 2022 - Nov 2022

- Improve customers' banking experience with the bank by ensuring that the customers are attended to promptly and all their challenges are resolved without delay.
- Have sufficient knowledge about the banking products and services and respond to all inquiries accordingly.

- **Travel advisor | Transcom, Smart Village**

Aug 2021 - May 2022

- Planning and selling transportation, accommodations, insurance and other travel services.
- Cooperate with clients to determine their needs and advise them appropriate destination, modes of transportation, travel dates, costs and accommodations.

- **Contact Center Agent | Teleperformance, Egypt**

Aug 2020 - Aug 2021

- Attract customers by promoting the product and company positively, answering questions and addressing concerns as they arise.
- Maintain a positive attitude and calmly respond to customers' complaints.



COURSES

- Studied practical HR course at Leaders Consulting and Training accredited by HRCI 72 hours

Feb 2023 – April 2023



SKILLS

- Leadership Skills
- Communication Skills
- Strategic Planning & Thinking
- Time Management Skills



COMPUTER SKILLS

- Excellent use of Microsoft Office Bundle.
- Excellent use of the Internet as a mean research and reference.
- Email communication.



INTERNSHIPS

- **KG English Teacher | Frontline International Private School, Ajman - UAE**

Feb 2020 - Mar 2020

- **KG English Teacher | Al Orman Experimental Language School, Cairo - Egypt**

Aug 2018 – July 2020

