



Basma Ahmed Ismail

Contact

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Date of Birth: 19/6/1999

Marital Status: Single

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Languages

Arabic

English

Skills

Communication skills Strategic thinking
Leadership skills Interpersonal skills and
empathy

Reference

Experiences

Human resources Generalist **Catalyst Development**

1/5/2023 - 1/5/2024 Administering compensation and benefit plans Assisting in talent acquisition and recruitment processes Conducting employee onboarding and help plan training & development Administering compensation and benefit plans Assisting in talent acquisition and recruitment processes Conducting employee onboarding and help plan training & development Administer compensation and benefit plans Assist in talent acquisition and recruitment processes Conduct employee onboarding and help organize training & development initiatives Provide support to employees in various HR-related topics such as leaves and compensation and resolve any issues that may arise Promote HR programs to create an efficient and conflict-free workplace Assist in development and implementation of human resource policies Undertake tasks around performance management Gather and analyze data with useful HR metrics, like time to hire and employee turnover rates Organize quarterly and annual employee performance reviews Maintain employee files and records in electronic and paper form Enhance job satisfaction by resolving issues promptly, applying new perks and benefits and organizing team building activities Ensure compliance with labor regulations Requirements and skills.

Customer service **The company is Chinese**

1/6/2022 - 1/3/2023 Working primarily in the Front Office with weekly shift and alternating weekend work required Schedule Coordinator managing daily shipping schedules/dispatching for freight deliveries Maintain regular contact with existing customers to determine their shipping needs Provide Customer Care and resolve concerns/issues quickly and efficiently Dispatcher scheduling appointments for pickup and drop-off of shipments Ensure all freight loads are packaged accurately and shipped on time Meet or exceed all performance goals while supporting colleagues Additional duties as needed

Call Center **Xceed Contact Center**

1/1/2021 - 30/7/2021

Education

2023 **Graduat Faculty Of Business - Ain Shams University**

2023 **Course Icdl. Black horse Courses**