

Raghda Mohamed Ali Kamel

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Objective

Forward-thinking individual with refined interpersonal and multitasking skills. Looking to join a progressive organization to provide high end administrative support in the human resources department.

Education:

Bachelor degree of law - Cairo University from 2010 to 2013 .

Courses and Training:

HR Professional Diploma at Regional IT Institute (RITI), Human Resources Certification Institute HRCI March 2018 – October 2018

Strategic HR Management
Workforce Planning & Recruitment & Selection
Training and Development
Talent Management & Succession
Planning (Career Management) *Performance Management
Compensation & Development
Employee Relations
HR Analytics
HRIS

In –House Courses:

- Top Business (Presentation Skills) , (Interview Skills)
- 360 Solution (Customer Services), (Time Management)

Work Experience:

HR Specialist at Quattro-Trading & Services
January 2017 -Till present



Personnel :

- Explain company personnel policies, benefits, and procedures to employees or job applicants.
- Revising new hire documents and enter them into Human Resources Information Sys.
- Responsible for personnel process (form 1&6), Updating (form 2) to be precise .
- Maintain the HR system (Promotion, Termination, Transfers) and filling process .
- Responsible for employees assets (Laptops, Mobile, Uniform, ID, Fingerprint process)
- Coordinate and conduct applicant drug screens, reference checks.
- Coordinating new hires Onboarding process.
- Implement hiring and resignation reports .

Administration:

- Implement and closing all the Petty cash ,Expenses, Invoices related to the HR department.
- Open New bank account for new employees & Follow up until receiving Bank account numbers.
- Implement all the Stationary and PR for HR Department.
- Issuing all requested HR Letters.

Recruitment :

- Revising Manpower with the operation team to update hiring plan process.
- Create job description & Analysis if required.
- Perform searches for qualified job candidates, using Internet recruiting resources, employee referrals.
- Screening resumes categorizing candidates according to job analysis .
- Phone screening potential candidates and setting up interviews appointments.
- Inform job applicants of details such as duties and responsibilities, compensation, benefits, schedules, working conditions, or promotion opportunities.
- Preparing the job offers and making sure that they have been signed.
- Create & Edit Organization Chart by Visio .

Employee Relations :

- Off boarding process (clearance form, Payment, Document ,Assets)
- Conducting exit meeting.
- Managing employee complaints.
- Conducting investigations for whom violate company policies.
- Issuing warning letters

Compensation & Benefits:

- Responsible for the Medical Insurance to manage the refunds & rejection claims, termination and addition.
- Update Monthly Medical Insurance reports to be revised by the financial department.
- Following up & Managing the Approvals request.
- Following Up the rejection claims until getting
- Initiate a new idea's to keep the employees always engaged, which appropriate with company strategy and enforcement the current plan.
- Implement all benefits programs.

Payroll Process

- Revising all reports including (Overtime, lateness, absent ,missions)&(Hiring, Resignation)
- Cooperates with the IT Dept. to maintain the validity and accuracy of payroll system.
- Upload all the Variables & Commission on HRM .

-Calculate Taxes ,Social insurance and other deductions & calculate the benefits.
Revising all the Annual, Emergency, sick leaves.

Nominated to be an HR Coordinator at Quattro-Trading &Services

November 2015 – December 2016

- Responsible for the personnel process, Communicate with employees about their documentation and answers specific questions in regards to some HR issues & Archive all employees document.
- Record and update employee's information, such as hires, transfers, promotions, and resignations, in order to demonstrate the HRM system.
- Doing all PR for the Department.
- Administering the induction through ensuring submit their signatures on COC to be more precise & fill the survey after attending the induction.
- Prepare warning letters for those whom violated the policies of the company.

Customer Service Specialist at Quattro-Trading & Services

November 2013 – November 2015

- Answering for in and out bound calls.
- Check daily Exchange and Refund sheets with Customers and take any comments in our products (Garments) Ex: US polo, Gant, Aeropostale, Seven for all men kind.
- Update database for each customer
- Weekly Customers feedback Presentation
- Update customer data to Loyalty program.
- Monthly collective presentation (Customer feedback, Defect items Rejected Cases ,Total in&out bound calls ,Total Refund &Exchange per brand)
- Daily Customer feedback reports and solve any problems by spending it to the Operation Department.

Core Competencies

- Communicating, Collaborating and Partnering ,Customer focus ,Delivering at Pace , Interpersonal Relations, Analytical thinking

Core values

- Integrity, Justice, Respect, Diversity, Generosity

Personal Info

➤ **Date of Birth** : February 12, 1993 **Marital Status** : Single