

Ahmed Adel

Professional trainer & HR specialist

Mobile : 01066815097

Gmail: Ahmed.adel3512@gmail.com



Detail Info

Address: Nasr city

Birth Date: 18/03/1996

Military status: exempted

Education

Faculty Of Commerce "English Section" Business Administration 2014 – 2018

Experience

- **Last mile supervisor (Grinta) 9/2022 – still working**
 - Organize the shipping process with operations and shipping agencies
 - Analyze the last mile reports
 - Controlling dispatch time and delivery system
- **HR trainer at Menofia university & CIP academy 1/2022 – still working (Part time)**
 - HR trainer for 5 modules of the diploma
(O.B – Recruitment & selection – Labor law – Training & development – compensation & benefits)
- **SDS express (Managing director) 9/2021 – 12/2021**
 - handling the HR sector duties (recruitment – training – comb & ben – performance – strategic planning)
 - supervising the operation department and monitoring the shipping cycle
 - supervise the CS department
 - support in making the managerial decisions
- **Royal fruits (logistics Specialist) 11/2020 – 9/2021**
 - Dealing with forwarders and shipping lines
 - Supervising the whole shipping process
 - Dealing with other departments to organize the clients' orders and shipping process
 - Prepare the total sales sheet of every client
 - Handling the claims with clients
 - Arrange with the customs office the documents needed for the shipments and make the final approval on it before stamps
 - Supervising the orders quality to match the clients' orders
 - Arrange with forwarders and shipping lines the date and time to start the shipping process and follow up with them to the end of the cycle
- **Aramex (Operation officer) 6/2019 – 10/2020**

Managing and monitoring shipping process , handling customers complains , data entry , dealing face to face with customers , communicating with other branches and departments

- **Alexandria Business Association (loan center) 1/2019 – 3/2019**

Looking for the potential clients to increase the database of the association , monitor the documentation cycle and review loan application before final approval, and also keep up with the clients after taking the loan and make sure they made the best use of the service to keep them as regular clients

Training

-Egyptian agricultural development bank (CS) 7/2016 – 8/2016

-Egyptian agricultural development bank (teller) 7/2017 – 8/2017

Certificate & Diplomas

❖ **TOT diploma (AAST) 2020**

❖ **HR diploma (AAST) 2018 – 2020**

- Organizational Behavior
- Recruitment
- Labor law
- Training & development
- Compensation & benefits
- Performance evaluation
- Strategic planning
- Audit

❖ **"Training For Employment" Scholarship (CBE) 2018**

- Banking
- Soft skills
- Negotiation skills
- communication skills

❖ **Accounting Diploma AIPS 2017**

- Excel accounting
- Tax
- Peach tree

❖ **British Council And Amideast 2014 – 2016**

Developing English language skills :

- Speaking
- listening
- Reading
- writing

Skills

- Deal with blue callers, white callers and managers
- Able to join and deal with different cultures
- Able to work with teams and individually
- Handling the orientation and onboarding process
- Prepare salary sheets and pay slips for employees
- Prepare training programs for the employees and supervisors
- Have strong background of Microsoft office programs
- Deal with technology and internet
- Communications skills, soft skills and problem-solving skills

Language

- ❖ fluent in English language (write – read – speak – listen)