



Genvieve Waheed Bebawy

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Summary

I am a quality-oriented professional who has been consistently praised as detail-oriented by my co-workers and management.

Throughout my career, I've developed a skill set directly relevant to the Human Resources position you are hiring for, I was a key senior leader in the organization and was responsible for improving the efficiency and performance of the company's 2000 employees. All of that provided me with the experience, skills, and ability required to lead the human resource management team and help recruit and retain talented staff making Oscar Grand Stores one of the best places to work at. Overall, I have consistently demonstrated leadership, management, and communication abilities in every aspect of my human resources generalist role at Oscar Grand Stores.

WORK EXPERIENCE

Oscar Grand Stores
Human Resources specialist

June 2022 – till now

- Implementing our department data into our new ERP system Analysis Program Development 'SAP'.
- Proficient in using Comsys system.
- Consolidating fixed monthly payroll inputs.
- Conducting monthly reconciliations with the payroll team to ensure all payroll inputs are captured and processed accurately.
- Ensuring all termination cases are captured and submitted timely and accurately to the payroll team, ensuring no wrong payments are conducted.
- Collecting daily time sheets from different branches.
- Calculating bounces and allowances.

Middle East International Schools

September 2018 — June 2022

Head of the admission Process

- Interviewing the parents.
- Attending Student's assessment.
- Overseeing the psychological evaluation of the students.
- Following up with the parents after getting the admission result.

Middle East International Schools

September 2018 — June 2022

Public Relations specialist for the IGCSE section

- Establishing and maintaining relationships with parents.
- Handling all complaints and inquiries from parents.
- Updating and managing the website content.
- Coordinating with other departments for smooth functioning of the section.
- Managing the social media accounts.
- Coordinating any other duties assigned by the management from time to time.
- Achieving the parents' Satisfaction in the first semester which is in 3 months.

Middle East International Schools

December 2017 — September 2018

Head of Front Office

- Supervising and delegating tasks to office staff.
- Creating and monitoring schedules for office staff.
- Ensuring that the front desk is neat, presentable, and equipped with all the necessary supplies such as pens, forms, and papers.
- Managing all parents' questions and incoming calls.
- Monitoring, organizing, and forwarding emails.
- Maintaining Important records and files.
- Doubling our admission numbers within 6 months.

TE Data

April 2017 — December 2017

Call Center Operator

- Achieved high satisfaction rating through proactive one-call resolutions of customer issues.
- Learned and maintained an in-depth understanding of product information, providing knowledgeable responses to diverse questions.
- Adhered to company policies and scripts to consistently achieve call-time and quality standards.
- Educated customers on company systems, form completion, and access to services.
- Educated customers about billing, payment processing, and support policies and procedures.
- Demonstrated exceptional customer service skills, consistently going above and beyond to resolve customer issues.
- Increasing our team score within 3 months.

QUALIFICATIONS & Skills

- A human Resources diploma accredited by HRCI
- SAP user
- Comsys user

Languages

- Arabic: Mother tongue
- English: Excellent
- French: fair
- Russian: Very good

EDUCATION

Bachelor's degree in Slavic language and literature

September 2013 — June 2016

Faculty of Al-Asun –Ain Shams University

Very Good

English Course from Ministry of Defense Language Institute (MODLI)

INTERESTS

•Reading

•Searching

•Traveling

REFERENCES

References are available upon request