

# DIANA ATEF KAMAL

## HR Lead

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### **Objective**

Professional Human Resource Lead seeks an opportunity that meets my qualifications, where experience in Talent Acquisition, Employee Relations and Services, Compensation and Benefits, Training and Development, Social Insurance and Superior Communication skills will enhance overall strategic plan and direction of an organization.

I'm willing to improve & add to the foundation which I'll join & my professional career; in addition to my ability to work under pressure.

### **Education**

- Human Resources Diploma, AUC 2013
- Faculty of Commerce, Cairo University 2008
- High School Graduation, Sahara Language School 2004

### **Language**

- Arabic: Mother Tongue
- English: Fluent (Spoken & Written)
- French: Good (Spoken & Written)

### **Skills**

- Teamwork
- Collaboration
- Decision Making
- Full Competent with Oracle
- Presentation Skills
- Multiple Intelligence
- Problem Solving
- Full Competent with Windows & Office

## **Experience**

### **HR Lead**

May 2024 – Present / Ali&Co. Advocates Firm, Cairo

- Serve as Consultants to Management regarding Human Resources issues.
- Establish and enforce the HR policies and procedures that govern the employment relationship and ensure compliance with legal and ethical standards.
- Educates and advises the management and staff on the HR policies and procedures.
- Resolves any HR-related queries or complaints.
- Taking ownership of all HR administrative tasks.
- Helping to establish and maintain positive relations with Employees/Avocats.
- Analyze and make recommendations regarding competitiveness in recruiting activities, compensation and benefits.
- Attracting and retaining the best talent, managing benefits and ensuring compliance with labor laws.

### **Senior Human Resources Generalist**

December 2021 – April 2023 / AlGammal Contracting Company, Cairo

- Responsible for the full onboarding process.
- Provide ongoing support in the form of learning and development programs by conducting employee training sessions.
- Communicate policies pertaining to Human Resources, compensation and benefits.
- Helping to resolve work-related problems in the workplace.
- Sets firm rules dealing with employees' misconduct such as violating health safety regulations and harassment does happen.
- Exploring new ways to further-improve employee well-being.
- Adhere to regulatory standards.
- Represent the Company at job fairs and college campuses.
- Conduct exit interviews.
- Developed and presented progress reports on HR department.

### **Human Resources Specialist**

August 2011 – August 2017 / TEDData, Cairo

- Responsible to meet hiring goals by filling open positions with qualified candidates.
- Develop and implement HR policies throughout the Organization.
- Process employees' queries and respond in a timely manner.
- Handle all the issues related to the Medical Insurance (including Medical Cards issuing, Medical Refund & Sick Leaves approval)
- Administration of the different travel offers & benefits related issues presented to the employees.

- Finalize all issues related to HR Letters issuing.
- Acting as the Company's authorized person & responsible to handle all requests related to mobile lines.
- Handle Business Cards' approval & issuing.

### **Sales & Customer Service Advisor**

January 2010 – July 2011 / TEData, Cairo

- Attracts potential customers by answering product and service questions.
- Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem.
- Escalate problems & provides relevant feedback to the right channels.
- Achieving targets through up selling of the Company Products and Services.

### **Sales & Customer Service Advisor**

May 2009 – January 2010 / Mobinil, Cairo

- Maintains customer records by updating account information.
- Communicate with other Customer Service sub-divisions to answer all relevant customer inquiries (e.g. Credit, Customer Support & Activations, Outbound & Save Initiative set)
- Use available methods & tools to develop own skills & information.
- Provide proper information to customers with complete & comprehensive understanding of Mobinil Products & Services, Policies & Procedures.

### **Executive Secretary**

September 2008 – May 2009 / Pegasus Tours, Cairo

- Manage an executive's calendar, schedule appointments & meetings.
- Help executives prepare for them by conducting research and gathering data; take detailed minutes of the meetings.
- Facilitate executive communications by answering and directing phone calls to the correct party.
- Provide administrative support, acting as an office manager.
- Supervise the work of clerical staff to ensure a level of professionalism in the office.