

DIANA ATEF KAMAL

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OBJECTIVE

Looking for a job that meets my qualifications, builds my career, utilizes my computer, communication & Language Skills, fulfils my ambitions and enhances my knowledge.

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 Windows & Office
- Full Competent with Oracle
- Problem Solving
- Multiple Intelligence
- Presentation Skills

EXPERIENCE

Senior Human Resources Specialist

December 2021 – Present / 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 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 / TEDData, 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.