

DIANA ATEF KAMAL

SENIOR HR GENERALIST

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Objective

Professional Senior Human Resource Generalist seeks an opportunity that meets my qualifications, where experience in Talent Acquisition, Employee Relations and Services, Compensation and Benefits, Training and Development, 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
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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 Generalist

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.