



# MAI AHMED

## HR COORDINATOR

### OBJECTIVE

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Organized, responsible, and driven individual seeks HR Coordinator position in a reputable company in order to gain greater job experience and to utilize strengths in communication and leadership.

### WORK EXPERIENCE

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#### Variance | HR Coordinator Dec 2022 - Oct 2023


- Assist in the workforce planning, recruitment and selection process.
- post job ads, Shortlist candidates' CVs against job descriptions, update vacancy, and applicant status within the recruitment procedure,
- Assist in the recruitment and interview processes.
- Create and implement effective on-boarding plans.
- HR relations (Post birthdays, anniversary, promotion and welcome posts).
- Off-boarding process.
- Act the role of HR/Personnel document controller (soft & hard copies) including filing and photocopying system.
- Record attendance.
- Assist in the monthly payroll closing.
- Answer all internal and external HR-related queries and requests.
- Manage and update HR databases with different information such as new hires and terminations.
- Create Engagement calendar and activities.


#### Raya | Account Advisor


##### Sep 2021 - May 2022

- Manage large amounts of incoming phone calls.
- Respond to customer queries in a timely and accurate way.

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 Helwan, Cairo, Egypt

### SKILLS

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- Excellent verbal and written communication skills.
- Excellent interpersonal, negotiation, and conflict resolution skills.
- Excellent organizational skills and attention to detail.
- Strong analytical and problem-solving skills.
- Ability to prioritize tasks.

### LANGUAGES

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- Arabic
- English

- Identify customer needs and help customers use specific features.
- Inform customers about new features and functionalities.
- Follow up with customers to ensure their technical issues are resolved.
- Escalate queries and concerns.
- Troubleshoot common issues with a product or service.
- Generate sales leads.

### **E-zee Sports Club | Sales Representative**

**Sep 2019 - Aug 2021**

- Acquisition of new clients per telephone or personal meetings.
- Introducing the club's services to customers in order to Follow up with further steps of the sales.
- close sales deals
- Follow up with customers.
- Solving problems.
- Daily reports.

## **EDUCATION**

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**Helwan University, 2015-2019**

Bachelor of Arts (Oriental Languages)