

| **Samaa Mahmoud Elsahar**    [samaa.mahmoud.baskota245@gmail.com](mailto:samaa.mahmoud.ambaskota245@gmail.com)    01028048831    LinkedIn URL   | https://www.linkedin.com/in/samaa-mahmoud-el-sahar-318957152/ | | --- | | Objective    .  I am an ambitious person who likes to learn everything new in order to advance my job. I took many courses such as the role of preparing leaders, the role in quality management, and the role of structuring the facilities  I was part of a team that set up the job structure of the company in addition to the functional descriptions of the group of companies and the development of their own policies and I can do to any institution was. Courses -The courses were in the company because of the existence of special management training, which took the following courses: HR field Quality Control Area Field of Audit | | **Skills**     * Problem Solving * Hard Worker * Team Player * Analytical Thinking * Excellent interpersonal communication and listening ability. * Highly motivated. * Very good MS Office User. * High follow up skills. * Very Good organization and ability to work under pressure and deadlines. * Problem-solving skills. | | | **Experience**  **HR Deputy Head of Department**  ***Falcon Group International***  **Falcon Group**  1/12/2009 - 9/2023   * Support and advise Managers on proper policies and procedures * Manage succession planning with senior managers during the bi-annual appraisal process * Manage employee relations issues in the hotel in a confidential manner, including disciplinaries, grievances, and capability * Ensure absence monitoring is in line with company guidelines * Maintain online personnel system, payroll system, and monthly reporting * Ensure recruitment and selection process is adhered to and ensure that appropriate immigration checks are carried out * Assist in determining departmental training requirements * Assist in the organisation of Team Member social events * Promote and endorse staff benefits     Provide counseling on policies and procedures.    Be actively involved in recruitment by preparing job descriptions, posting ads, and managing the hiring process.    Create and implement effective onboarding plans.    Develop training and development programs.    Assist in performance management processes.    Support the management of disciplinary and grievance issues.    Maintain employee records according to policy and legal requirements.    Review employment and working conditions to ensure legal compliance.   Support the development and implementation of HR initiatives and systems.  1\_ Digital Marketing, and I have a course affiliated with the Ministry of Communications in this specialty.  2\_ Real estate marketing through social media, two years experience.  3\_ Working on developing artificial intelligence and raising the quality of its response for two years, and working on projects related to chatbots and bots with pard.  4\_ Working within a team that set policies and structures for a company with 20,000 employees.  5\_ The ability to analyze data, and I have a role affiliated with the Egyptian Ministry of Communications, in the same field.  6\_ An internal course in terms of quality and obtaining the ISO 9001 certificate.  A course in internal auditing and raising the level of staff efficiency.  Awards  2013 – Nomination of The ideal employee for the HR Department *Falcon Group International*  Education  Bachelor of Laws  Cairo University  Graduate Year: 2007  Grade: Good | | --- | |  | |  | |
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