

# AZZA ABD EL SALAM ALKARRAF

## HR MANAGER

### Professional Summary & Objective

Experienced HR Manager skilled in establishing HR departments from scratch and proficiently managing all aspects of strategic and operational HR functions.

### Career Summary

#### **HR Manager**

**ICPM Group (Construction & Engineering Consultancy Industry)**

**February 2022 – Present**

1. Development and implementation of HR strategies aligned with overall business strategy.
2. Corporate planning for HR matters like compensation, benefits, and health and safety.
3. Support for the human factor in the company through strategies for performance evaluation, staffing, and training.
4. Oversight of all HR initiatives, systems, and tactics.
5. Supervision and guidance for HR personnel.
6. Point of contact for employment relations and communication with labor unions.
7. Monitoring adherence to internal policies and legal standards.
8. Handling grievances and violations, including disciplinary action when required.
9. Anticipating and resolving litigation risks.
10. Reporting to senior management by analyzing data and using HR metrics.
11. Managing a team of administrative officers, training and developing them.
12. Oversight of daily support activities and ensuring completion of administrative tasks.
13. Identification of key areas of improvement, planning administrative processes, and implementing protocols.
14. Coordination with executive management and other managers to ensure alignment with the company's mission, vision, core values, and objectives.
15. Tracking team performance and ensuring the quality of work is within acceptable levels.

### Personal Details:

Date of Birth: 20 August 1989

Address: AlShrouk City, Cairo.

Mobile No.: 01091707203

LinkedIn Profile:

[https://www.linkedin.com/in/azza-alkarraf-393832241?lipi=urn%3Ali%3Apage%](https://www.linkedin.com/in/azza-alkarraf-393832241?lipi=urn%3Ali%3Apage%393832241?lipi=urn%3Ali%3Apage%393832241?lipi=urn%3Ali%3Apage%393832241)

### Core Skills:

- Critical thinking and problem solving.
- Effective Time Management
- Leadership Skills
- Communication Skills
- Performance Management
- HR Management
- Compensation Strategy
- Talent Management
- Workforce Planning
- Organization Development
- Learning & Development
- Employment Law Compliance
- Employee Engagement

### Language:

Arabic	Native Speaker
English	V. Good Command

## **HR Manager**

### **Scope IMS (Construction & Engineering Consultancy Industry)**

January 2019 – January 2022

1. Develop and implement HR strategies and initiatives aligned with the overall business strategy
2. Manage the recruitment and selection process, which includes coordinating job posts, reviewing resumes, and performing reference checks.
3. Support current and future business needs through the development, engagement, motivation and preservation of human capital
4. Reviewing, redesign and update job descriptions.
5. Bridge management and employee relations by addressing demands, grievances or other issues
6. Develop and monitor overall HR strategies, systems, tactics and procedures across the organization
7. Oversee and manage a performance appraisal system that drives high performance
8. Maintain pay plan and benefits program
9. Interview exiting employees and process the paperwork for employment termination
10. Interview exiting employees and manage process the paperwork for employment termination
11. Report to management and provide decision support through HR metrics
12. Maintain records of personnel-related data (Employees database, Vacation balance, etc.
13. Prepare and publish the annual public holidays and inform all employees with it.
14. Send job offer emails and answer queries about compensation and benefits
15. Preparing the monthly payroll data, including edit the newcomers, the final settlement for resigned employees any deductions or overtime.
16. Answer any inquiries of employees regarding wages, salaries, and deductions.
17. Prepare payroll taxes monthly and send it to accounting department.

## **HR Manager**

### **AL Khan Group (FMCG Industry)**

Mars 2014 – December 2018

1. Lead HR projects like compensation plans revisions.
2. Implement functional HRMS and internal databases across all departments and locations
3. Oversee payroll and performance evaluation systems.
4. Manage internal communication projects (like job satisfaction surveys)
5. Manage all shifts for restaurant operations and schedule all process and maintain cleanliness at all times and assist to resolve all complaints and maintain food quality at all times.

6. Responsible for the overall business functions of keeping the restaurants running. These tasks include ordering, financial planning, supervising employees, maintaining sanitation standards in public areas and kitchen or beverage preparation areas, and monitoring safety.
7. Develop, implement and review operational policies and procedures.
8. Keep Track of Daily, Weekly and Monthly Sales of all outlets and work closely with all the Branches team members to reach the Sales targets
9. Direct the needs assessment for training and staff development to enhance the effectiveness of employee performance in achieving the goals and objectives of the company.
10. Work with the Departments Directors to determine values and mission, and plan for short and long-term goals.
11. Hiring, training, scheduling, supervising, and evaluating staff
12. Reviewing and preparing the monthly payroll data, including edit the newcomers, the final settlement for resigned staff any deductions or overtime.
13. Answer any inquiries of staff regarding wages, salaries, and deductions.
14. Prepare payroll taxes monthly and send it to financial manager.
15. Keep track of staffing requirements.
16. Supervise all restaurant activities and ensure compliance to all company standards to increase all sales and prepare various reports accurately and within time frame.
17. Manage performance of all service and Kitchen staff and schedule and evaluate all restaurant operations
18. Provide training to all employees and maintain all work according to required policies and procedures and maintain knowledge of all food and beverage trends.

### **HR Supervisor** (June 2011 – December 2013)

### **Senior Human Recourses** (February 2009 – June 2011)

### **Political Public Figure Office (Political Industry)**

February 2009 – December 2013

1. Guiding the organization's activities
2. Identifying opportunities to improve a business' policies or objectives
3. Ensuring a company is operating securely and effectively
4. Preparing and reviewing operational reports
5. Leading and/or participating in meetings
6. Assisting managers in compiling annual budget information and reports
7. Maintaining all policies and procedures manuals
8. Hiring and training administrative staff
9. Conduct interviews and review applications to match candidates with job requirements.
10. Monitor recruitment and selection process.

11. Interview candidates (via phone, video and in-person)
12. Carry out search for choice candidates by using the services of recruiting networking and internet resources.
13. Delegating tasks to administrative assistants
14. Creating personnel folders for new hires
15. Monitoring and projecting staffing needs
16. Overseeing department budget planning and development
17. Managing and maintaining all department databases
18. Performing clerical accounting and general office duties as needed
19. Developing strong relationships with cross-functional teams and departments.
20. Prepare the monthly payroll data, including edit the newcomers, the final settlement for resigned employees any deductions or overtime.
21. Provide management with reports of interviewing operations.

## **HR Specialist**

### **Academy of Commerce (Education Industry)**

February 2006 – January 2009

1. Advertise job openings on company's careers page, social media, job boards and internally
2. Provide shortlists of qualified candidates to hiring managers
3. Manage hiring process, which includes coordinating job posts, reviewing resumes, and performing reference checks.
4. Interview candidates (via phone, video and in-person)
5. Carry out search for choice candidates by using the services of recruiting networking and internet resources.
6. Design and update job descriptions.
7. Conduct interviews and review applications to match candidates with job requirements.
8. Preparing the monthly payroll data, including edit the newcomers, the final settlement for resigned employees any deductions or overtime.
9. Interview exiting employees and process the paperwork for employment termination
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11. Provide management with reports of interviewing operations.
12. Maintain records of personnel-related data (Employees database, Vacation balance, etc.
13. Prepare and publish the annual public holidays and inform all employees with it.
14. Send job offer emails and answer queries about compensation and benefits
15. Preparing the monthly payroll data, including edit the newcomers, the final settlement for resigned employees any deductions or overtime.
16. Answer any inquiries of employees regarding wages, salaries, and deductions.

17. Prepare payroll taxes monthly and send it to accounting department

## Education & Professional Certificates

Bachelor of Commerce, Accounting specialization, Tanta University.	<u>2010</u>
ICDL Certificate, Tanta University	<u>2010</u>
Commercial English Diploma, Tanta University	<u>2011</u>
Political Science Diploma, Ibn Khaldun Academy	<u>2013</u>
HR Diploma, Career Keeper Academy	<u>2015</u>
HR Practitioner Course, HR Legend	<u>2015</u>
Payroll Taxes workshop, Payroll World	<u>2020</u>
Advanced Talent Acquisition & OD, with Mr. Hossam AL-Gendi ” OD Expert”.	<u>2023</u>

## Freelance Projects (Consultation)

### **HR Consultant, Pharomed for Medical Supplies**

January 2022 – July 2023

### **HR Consultant, Alsafwa Financial Consulting**

January 2022 – May 2022

### **Genuine Giant, Pets Fresh Food Factory**

February 2018 – August 2021

## Duties Summary:

1. Develop and implement HR strategies and initiatives aligned with the overall business strategy.
2. Design company policies and procedures.
3. Review and update employment contracts and agreements
4. Ensure recordkeeping and data processing procedures comply
5. Prepare budgets by department
6. Measure the effectiveness of benefits programs and recommend improvements
7. Consult with line management and provide daily HR guidance
8. Analyze trends and metrics with the HR department
9. Resolve complex employee relations issues and address grievances
10. Work closely with management and employees to improve work relationships, build morale and increase productivity and retention
11. Provide HR policy guidance
12. Monitor and report on workforce and succession planning
13. Identify training needs for teams and individuals
14. Evaluate training programs
15. Suggest new HR strategies



References are available on request.