

Career Objective

Seeking a challenging and rewarding opportunity utilizing my skills, and ability to analyze complex problems, implementing my innovative ideas, skills and creativity for accomplishing and achieving the target and developing the best performance in the organization.



Professional Backgrounds

**Customer Service Representative
(Cupola Teleservice)
Roads and Transport Authority Project (RTA)
Licensing Department
Dubai - UAE
2018 – Currently**

- Responsible for all Commercial Trade License Service.
- Assist the Companies and Individuals to get the permits and the NOC's for their projects.
- Licensing for Individuals and companies as well.
- Handling the customers and solving their problems accurately and provide them with their inquiries in a perfect manner.
- Open and maintain customer accounts by recording account information.
- Prepare products or services reports by collecting and analyzing customer information.
- Contribute to team effort by accomplishing related results as needed.
- Maintain financial accounts by processing customer adjustments
- Recommend potential products or services to management by collecting customer information and analyzing customer needs
- Manage large amounts of incoming calls
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships of trust through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
 - Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure solution.
 - Keep records of customer interactions, process customer accounts and file documents

Personal Details

Date of Birth : 04/10/1986
Nationality : Egyptian
Visa Status : Residence Visa
Country of Presence : Dubai - UAE

Areas of Expertise

- Customer Service – Call Center
- HR Specialist
- Lawyer

Languages

- Arabic – Native
- English – Excellent
(Writing, Understanding, Speaking)

Others

Perfect Communication Skills , Flexible Duty

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MOHAMED SABRY



HR Personnel Specialist

(Gulf Partners – British Co.)

Cairo – Egypt

2017- 2018

- Responsible for all Personnel activities and dealing with government authorities, such as labor office, social insurance authorities, and medical insurance and build a strong relationship with them.
- Prepare social insurance records and maintain employee's files and ensure fully meeting the requirements.
- Record and manage the attendance, work system activities and documents of company's employees regarding the leaves and vacations, shift exchange, over time, absence without permission, penalty, incentives, and end of service and new hiring to prepare the monthly salary sheet and meet the legal requirements.
- Assist in the monthly salary sheet to be reviewed and approved by the HR manager.
- Follow up the recruitment process with new candidates and review the required documents and complete the whole hiring process.
- Participate in all HR functions and activities.
- Develop HR monthly reports
- Responsible for Social Insurance forms



HR Specialist

(Future Language Schools – Multinational Organization)

Alexandria – Egypt

2015 – 2017

- Perform daily payroll operations& workflow of transactions.
- Calculate taxes, insurance, and other salary items.
- Prepare bank transfers.
- Archiving & organizing all transactions.
- Prepare hiring forms, quantities, bonus and overtime works.
- Prepare contracts for the new employees; renew contracts for the existing employees and review terms & conditions according to company's policies.



HR Coordinator - HR Specialist

(Global Sourysco International co – Qatari Egyptian)

Alexandria – Egypt

2012 – 2015

- Facilitating human resources processes
- Administering employee health and welfare plans
- Acting as a liaison between employees and insurance providers
- Resolving benefits-related problems
- Answering employee requests and questions
- Assisting with new employee hiring processes



Lawyer

(Law Firm)

Alexandria – Egypt

2009 – 2012

Education (Egypt)

Faculty of Law “ Tanta University “

May 2009