

Nahla Mohy Eldeen

Department Coordinator



Personal Information

Phone 971526462453	Date of birth 01 April 1990
E-mail nahladamir@gmail.com	Nationality Egyptian
LinkedIn www.linkedin.com/in/nahlam	Location Dubai, United Arab Emirates

Cover Letter

As an accomplished and dedicated professional with a very diverse skill set, I am well-prepared to meet and exceed your expectations, confident I will quickly prove myself a vital member of the teams.

I am currently pursuing my Master’s degree in Human Resources management, which have greatly benefited my education, along with many years of highly transferrable experience and skills. If given the opportunity to join the team, I will apply my extensive background and education to drive the achievement of business goals, I am ready to hit the ground running, and I know what it takes to navigate business challenges, overcome obstacles, and deliver results in key areas. Including customer service, short notice deadlines, communication and team management.

Please consider the following highlights of my qualifications:

- **Customer Service:** Experienced in handling internal and external customers in a cross-cultural environment. Exhibit outstanding customer service, oral and written communication, and management skills.
- **Relationship Management:** Skilled at building and maintaining long-term relationships with internal and external stakeholders, and cultivating productive partnerships, as well as facilitating complex group processes to succeed in a fast-paced setting.
- **Team Leadership:** Able to perform in cross-functional teams; priorities and delegate tasks to achieve company goal attainment. Capable of leveraging superior communication skills.
- **Human Resources:** Solid abilities in utilising knowledge of HR processes, including strategic HRM, recruitment and selection, change management, and conflict resolution.

As such, I believe I would be a great addition to your team, and I would welcome the chance to talk to you to know more about the role.

Until then, thank you for your consideration.

Professional Experience

Nov 2019 - Jan 2020	RSA Global Human Resources Intern <ul style="list-style-type: none">• Planned the recruitment process with the HR Director and Talent Acquisition Manager to understand the staffing need and coordinated the interviews and selection process with the hiring Manager;• Sourced potential candidates through various channels (e.g. social platforms, professional networks and recruitment platforms)• Established contact with Universities and represented RSA Global team in campus hiring events, to broaden access to candidates• Generated offer letter for the selected candidates, while ensuring all the formalities are completed according to company policies• Responsible for preparing the required documents of new joiners, and coordinating with PRO throughout the process while updating the relevant parties of progress status• Liaison with the concerned departments to ensure a successful onboarding process, while keeping track of all
------------------------	---

post-joining documentation and verify all information is updated accurately in the employee's file

- Worked on implementing a new ERP system -during a time of organisational cultural change- and served as a point of contact between stakeholders and IT
- Special project: Assisted the Talent Management Manager in creating Employees Engagement Survey, and assisted with data analysis project and visual presentation; to be shared with the senior management team, to help improve the decision making process
- Planned logistics for events aimed at increasing employee's engagement
- Shared HR team updates via the internal network.

Feb 2018 - Jul 2018

Dispute Resolution Authority - DIFC Courts, Dubai, UAE

Department Coordinator

- Managed overall financial matters on departmental requests from internal and external clients;
- Held accountable for providing promotional material and press kits for press release events and visiting delegations
- Recognized as a trusted team member and managed confidential information and documents related to the DIFC Courts
- Improved decision-making process by generating comprehensive reports based on department's performance aimed at meeting strategic objectives and targets
- Ensured successful execution of campaigns and special projects by delivering remarkable support to department team members and streamlining end-to-end operations
- Fostered collaborative relations with external suppliers and PR agencies for Courts' prints by utilizing excellent communication and negotiation skills
- Administered internal publications schedule of print and digital production, including brief, compiling relevant data/materials, with a keen focus on timely projects delivery
- Maintained brand's image in a highly competitive environment by planning and executing promotional initiatives, including newsletters, business cards, and seasonal e-greeting cards
- Translated intricate information related to press releases, publications and website content into simple and concise language.

Apr 2016 - Jan 2018

Customer Support Officer

- Oversaw customer service functions and resolved problems within authority range;
- Tracked customer experience metrics to ensure customers received excellent service
- Performed daily administrative support operation at DIFC-DRA Reception area and answered inquiries at the front desk
- Maintained monthly inventory
- Managed emails for coordinating internal and external correspondence and communications
- Delivered HR support and managed unexpected and daily leave plans while monitoring the daily attendance sheet
- Took charge of students hiring process and conducted tele-interviews to screen candidates for internships
- Prospected and qualified potential candidates through strategic questioning and direct conversations
- Helped progress key recruiting initiatives like campus recruiting and new-hire onboarding and induction
- Contributed to the development and implementation of new policies and procedures based on corporate guidelines for HR Processes
- Organised different events, including conference rooms management, internal/external venue bookings, catering, and seminars/meetings
- Created complete security paperwork as per security procedures and held responsibilities for uploading online court cases related documents
- Published court hearing videos and courts orders publically according to procedures and utilised SAP to control payments process related to DIFC Courts and DIFC Academy of law
- Planned employee engagement events according to scheduled calendar and communicated it to employees.

2012 - 2015

Emirates Airlines, Dubai, UAE

Cabin Crew

	<ul style="list-style-type: none">• Welcomed passengers and performed safety and security checks throughout the flight by consistently facilitating open communication with crew members and flight deck crew;• Supervised culturally diverse colleagues to accelerate service while maintaining the quality of service• Handled VIP passengers during onboard flight duration.• Conducted in-flight duty-free sales• Adapted quickly during medical and safety emergency situations by utilizing knowledge and conflict resolution skills. (First aid and CPR trained)• Ensured completion of all paperwork at the end of flight.
Jun 2010 - Nov 2010	Vodafone International Services, Cairo, Egypt Billing and Technical Specialist
Oct 2009 - Apr 2010	Radisson Blu Hotel, Cairo, Egypt Order Taker

Education

2019 - present	Master's Degree, International Human Resources Management <ul style="list-style-type: none">• Coventry University, UK Gain new techniques and knowledge to manage organisational Human Resources at International level to shape and achieve organisational objectives.
2007 - 2011	Bachelor of Arts (BA), Tourism Studies <ul style="list-style-type: none">• Ain Shams University, Egypt

Languages

Arabic	Native
English	Fluent