

Haitham Qotb

Human Resources Coordinator

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Profile:

I recently transitioned into the human resources department, which has allowed me to learn more and develop professionally. Previously, I worked in sales and also in the customer service department of one of the largest telecommunications companies in Egypt. I possess thorough knowledge of computers and office software and have good handling of internal systems of partnerships.

work Experience:

Human Resources Coordinator

AL-Asaat AL-Watania for Contracting CO. | Riyadh, Saudi Arabia

From September 2022 to Now

- Managed government platforms including "Muqem", "Qiwa", "Social Insurance", and "Mudad"
- Administered salary processing and payroll management.
- Organized internal transfers, promotions, and managed internal recruitment.
- Ensured compliance with company regulations and Employment Law.
- Prepared detailed reports on penalties, rewards, and employee performance management.
- Managed leave management, onboarding, and annual reviews.

Customer Service

Telecom Egypt "WE". | Cairo, Egypt

From July 2021 to May 2022

- Work in the customer service department of Telecom Egypt, which is one of the most important departments, as it is the main destination for the company with customers.
- Helping customers solve their problems.
- Maintaining customer satisfaction.
- Innovative solutions ASAP.

Sales Indoor

From March 2020 to January 2021

- Help customers choose the right product introduce new products.
- Reaching the required sales target during the month.

Team manager of a shipping company

From March 2019 to December 2019

- Receipt of the shipment from the customer.
 - Deliver a receipt to receive the shipment and take the necessary information.
 - Deliver the shipment to the competent shipping representative after it is wrapped.
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Education:

Academic Certificate

Beni Suef University "BSU"

Law degree from 2017 to 2021

- Holds a bachelor's degree in law from the Faculty of Law, Beni Suef University, in May 2021.

Sadat University

- I am currently studying public law at Sadat University.
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Skills

- Good Computer Knowledge
 - Good Handling of Office Programs
 - Work Under Pressure
 - Working With a Team
 - Communication Skills and Following Instructions
 - Conflict management
 - Salary administration
 - Screening & Scheduling
 - Organizational abilities
 - Employee relations
 - Employment law knowledge
 - Time management
 - New employee orientation
 - Affirmative action
 - Data analysis and data entry
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Other Studies

- Holds an ICDL course from Beni Suef University.
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