

# Mohamed Ghoneim

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## Professional Summary

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Human Resources and Administration Specialist with practical experience in payroll processing, attendance management, and employee affairs coordination across various work environments. Skilled in implementing HR systems and enhancing administrative efficiency while ensuring compliance with policies and regulations. Proven ability to prepare reports and analyze data to support decision-making, along with strong interpersonal and problem-solving skills. Fully proficient in accounting and HR-related systems, with a strong record of improving employee satisfaction and reducing operational errors.

## Professional Experience

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### Marketing Specialist – Nabaa Al-Zeini Trading Company | February 2024 - Present

- Designed and executed strategic marketing campaigns to increase brand awareness
- Negotiated and finalized contracts with clients to grow the customer base
- Achieved sales growth by targeting new customer segments
- Collaborated with sales teams to align promotions with market demands
- Analyzed campaign performance to enhance future results
- Contributed to a 25% increase in campaign engagement within the first 6 months
- Boosted sales volume by 15% by opening new markets in the targeted sector

### HR & Admin Specialist – El Loloaa for Detergent Manufacturing | February 2020 - January 2024

- Processed payroll for over 150 employees accurately and on time
- Developed attendance tracking system, improving efficiency by 20%
- Mediated workplace disputes and implemented effective resolutions
- Maintained employee records and ensured regulatory compliance
- Supported recruitment and onboarding processes
- Reduced payroll errors by 35% through the transition from manual to digital systems
- Enhanced monthly reporting accuracy by 40% using advanced Excel tools

### HR Coordinator – Orascom Construction | August 2017- January 2020

- Calculated and processed payroll for field workers in compliance with labor laws
- Introduced automated payroll systems, reducing errors by 25%
- Generated weekly attendance reports for management
- Supported HR planning at project sites
- Maintained and organized employee records
- Cut monthly attendance processing time by 30% through digital tracking
- Improved field employee satisfaction by 20% via direct communication and problem resolution

### Time Keeper – Orascom Construction | June 2016- August 2017

- Monitored daily attendance for over 300 workers
- Prepared detailed productivity and overtime reports
- Ensured worker adherence to attendance policies
- Managed daily shift logs and scheduling reports
- Helped coordinate and optimize shift schedules
- Improved time report accuracy by 25% by refining tracking procedures
- Reduced tardiness by 15% through prompt follow-up and enforcement

### Trainee Accountant – Amr Mohamed Salam Auditing Office | June 2015- June 2016

- Prepared financial statements under supervision
- Participated in internal audits to ensure compliance
- Assisted in tax calculations and local regulation compliance
- Performed data entries and account reconciliations
- Supported monthly account closing tasks
- Reduced data entry errors by 20% through consistent daily reviews

## **Customer Service Representative – Vodafone Egypt | June 2014- April 2015**

- Responded to over 90 daily inquiries with high satisfaction rates
- Provided technical support for network-related issues
- Accurately documented all customer interactions
- Promoted services based on client needs
- Maintained updated and detailed customer records
- Increased customer satisfaction by 10% by reducing resolution time by 20%
- Improved service quality through active listening and follow-up techniques

## **Education**

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**Bachelor's Degree in Financial Accounting – Cairo University, Egypt | September 2010 – May 2015**

## **Training Courses**

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- **Leadership and Team Management Workshop** – Orascom Training Center | March 2020
- **Human Resources Management Certification** – Online Learning Academy | July 2019
- **Advanced Excel Techniques Certificate** – Cairo University | November 2018

## **Skills**

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### **Soft Skills:**

Organization | Effective Communication | Team Collaboration | Adaptability | Attention to Detail | Flexibility | Multitasking | Confidentiality | Social Media | Microsoft Outlook | Email Marketing

### **Professional Skills:**

Payroll Processing | Employee Relations | Recruitment Support | Policy Implementation | Report Generation | Conflict Resolution | Training Coordination | Performance Monitoring | Attendance Tracking | Interview Scheduling | HR Documentation | Process Optimization | Microsoft Office Suite | Canva | Information Technology

### **Technical Skills:**

Microsoft Office | Oracle | Alameen2000 | Syabl | Payroll Systems | Excel Reporting | Data Entry | Attendance Systems | HRIS | Email Communication | Data Analysis | Online Portals | Deep Learning | Mobile | Windows

## **Achievements**

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- Reduced payroll processing time by 30% through system enhancements
- Awarded "Employee of the Year" in 2019 for outstanding HR performance
- Increased employee satisfaction by 15% through feedback-driven policy implementation

## **Languages**

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- **English | Arabic**