

# Haitham Qotb

## Human Resources Specialist

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### Profile:

Dedicated Human Resources Specialist with solid experience in managing government platforms (Muqem, Qiwa, GOSI, Mudad), payroll processing, and ensuring compliance with employment laws and internal policies. Skilled in employee relations and onboarding. My background in sales and customer service developed my ability to communicate effectively, resolve conflicts, and deliver innovative solutions under pressure. Proficient in office software and internal systems, with a strong commitment to continuous learning and professional growth.

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### work Experience:

#### Human Resources Specialist

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

From September 2022 to Present

- Managed government platforms including "Muqem", "Qiwa", "GOSI", 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 and rewards.
- 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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