



Ahmed El Ghamrawy

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Professional Summary

Well-qualified Human Resources professional with a solid management foundation, ability to handle supply chain operations with excellent prioritization and focus. skilled with team-oriented mentality, Strategic and forward-thinking leader with self-motivated and tactical mindset. Excellent relationship-building and critical thinking skills with determined and decisive nature.

Skills

- Human resources department processes
- Onboarding & orientation
- HR support and employee training
- Recruiting and hiring
- Compensation and benefits administration
- Operational efficiency and requirements
- Team leadership and labor relations
- Policies and procedures implementation
- Logistics process Improvement
- Logistics functions and coordination
- Logistics support and analysis.
- Fleet operations management

Work History

05.2019 - 07.2022

Logistics & Custom Clearance Specialist

Tawzea Distribution & Logistics Services - Abu Dhabi

- Maintain registers and reports for Import and Export Operations
- Processing all customs documentation and UAE government approvals.
- Liaison with Abu Dhabi Customs & Port Authorities.
- Co-ordinate with Transporters, Shipper & Consignee for effective deliveries, collection and storage.
- Organize Land Transportation - Fleet Management for inbound and outbound LCL/FCL shipments.
- Coordinate multi point loading and monitoring movements.
- Communicate / correspond with Consignees Send pre-alerts / pre advice / arrival notice and ensure timely issuance of delivery orders, customs clearance and Delivery of Shipments.
- Coordinated shipping requests for expedited delivery and documented accurately to achieve correct billing.

01.2018 - 03.2019

Human Resources Manager

Golden Employees Provisioning Services - Abu Dhabi

- Develop and implement HR strategies and initiatives aligned with Business Strategy
- Manage relationship between management and employees by addressing demands

12.2015 - 12.2017

- Maintained payroll and benefits for employees in various locations and diminished financial discrepancies through expert program management.
- Recruiting and candidate final selection process.
- Support current and future business needs using development, engagement, motivation and preservation of human capital
- Managing performance appraisal.
- Plan and execute training programs for employee's development

Human Resources Manager

AMPioneer Real Estate - Abu Dhabi

- Designing and implementing HR processes and policies in line with UAE labor law
- Maintained company compliance with labor laws, in addition to establishing organizational standards.
- Talent Acquisition - Compensations and benefits, Planning and development.
- Performance evaluation, Succession planning.
- Develop and implement HR strategies and initiatives aligned with business and organization strategy
- Facilitated onboarding sessions and on-the-job training for new hires, bolstering employee job position knowledge and skillset.

08.2014 - 11.2015

Human Resources & Administration Manager

Majid Al Futaim - Carrefour - Abu Dhabi

- Perform department's functions and guide HR team handling administrative matters
- Proactive management of document expiration.
- Schedule attendance schedule for Duty Managers.
- Issue and circulate all official communications from management to Private and Government companies
- Validate payroll entries for all type of leaves (annual leave, sick leave, time off in Lieu, maternity leave, compassionate leave, and authorized leave)
- Manage employee training and development program which includes new hire orientation.
- Screened applicant resumes and coordinated both phone and in-person interviews.
- Set up orientations and initial training for new employees.

11.2012 - 05.2014

Operations Manager

Enjazat Services - Abu Dhabi

- Established positive and effective communication among unit staff and organization leadership, reducing miscommunications and missed deadlines.
- Full Recruitment Process – From Screening interviews to selection of candidates.
- Maintain and contribute full progress of Operations by monitoring system performance.
- Identify and resolve problems focusing on root cause and Prepare action plans with achievable and challenging target dates.
- Assure quality control and achieving transactions on time effectively and efficiently.
- Enhanced operational systems, processes in addition to policies in support of organizations mission by developing upgraded management reporting system, information flow, business process as well as organizational planning.
- Trained and guided team members to maintain high productivity and performance metrics and maintain excellent customer service.

12.2010 - 10.2012

HR Senior Officer

Institute of Applied Technology - Abu Dhabi

- Liaised with Directorate Personnel Department to ensure HR related information is disseminated accurately
- Carried out day-day-day duties accurately and efficiently.
- Coordinate with Directorate Recruitment Department to source candidates, arrange and conduct interviews locally & overseas.
- Perform specific research/investigation into operational issues as requested.
- Following all internal rules and policies and ensure proper implementation and full compliance of employees.
- Prepare yearly manpower planning schedule.
- Monitor and review performance appraisals and continually develop as necessary, ensuring that annual appraisals are carried out in a timely manner.

06.2007 - 10.2010

Recruitment & Outsourcing Unit Head

Contacts Plus - Cairo -Egypt

- Leading workforce planning function and re-engineering recruitment process.
- Develop & implement recruitment plans and strategies and ensure it is aligned with the business objectives and recruitment target is met
- Manage entire recruitment process to onboarding of new candidates in Egypt and Middle East.
- Design training manual and provide freelance trainers for technical, soft skills and general management trainings.
- Operated and maintained applicant tracking and candidate management systems.
- Verified applicant references and employment details.

06.2002 - 04.2007

Call Center Supervisor & Shift leader

Vodafone Egypt - Cairo - Egypt

- Develop objectives for call center's day-to-day activities
- Conduct effective resource planning to maximize productivity of resources
- Collect and analyze call-center statistics (sales rates, costs, customer service metrics etc.)
- Recruit, train and coach to personnel to maintain high customer service standards
- Evaluate performance with key metrics.
- Managed for data entry project consists of 75 agents.
- Monitored call quality and provided individual constructive feedback to enhance performance and address areas in need of improvement.
- Oversaw employee performance to foster accurate prioritization and achievement of sales and productivity goals.

Education

- BBA, Business Administration Accounting, Alexandria University – Egypt
June 2002

Certifications

- CHRP – CHRM 2022
- BSCM -APICS 2022 Supply Chain Management
- Certified Customs Specialist Abu Dhabi Customs Authority- Ministry of Finance-UAE
- Professional Accountant Certificate American University in Cairo