

Mariam Talaat Kamel Hannah

HR Coordinator

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Profile

HR Coordinator at Egypt Trust with experience in recruitment, onboarding, employee relations, and HR operations. Skilled in handling HR documentation, attendance management, and Odoo ERP system. Possesses a diverse background in customer service, sales, and marketing, contributing to strong communication and problem-solving abilities.

Education

2019 – 2023

Bachelor of Commerce – Business Administration (English Section)

Helwan University – Grade: Good

Professional Experience

12/2024 – Present

HR Coordinator – Egypt Trust

- Support recruitment processes including CV screening, interview scheduling, and follow-ups.
- Assist in onboarding and orientation for new employees.
- Maintain HR records and support employee engagement initiatives.
- Manage attendance, leaves, and employee records through Odoo ERP system.
- Prepare HR reports and maintain employee documentation.
- Provide administrative support for day-to-day HR operations.

2022 – 2024

Social Media Moderator – Egypt Trust

- Conducted market research and competitor analysis to support campaigns.
- Managed social media platforms and responded to user engagement.
- Executed digital marketing initiatives and monitored performance metrics.
- Coordinated with internal teams and handled customer communication across social media platforms.

2020 – 2022

Sales Indoor & National Accounts – Wasla Outsourcing

- Delivered sales pitches and closed deals over the phone.
- Met and exceeded sales targets through effective customer engagement.
- Maintained knowledge of products and services to upsell appropriately.
- Handled objections and ensured customer satisfaction.

2019 – 2020

Call Center Agent & Technical Support – Vodafone UK

- Resolved technical and service-related customer issues.
- Delivered professional and timely support to ensure customer retention.
- Logged service issues accurately and followed up to ensure resolution.

- Provided insights to improve customer experience and reduce complaints.

Skills

- HR Administration & Documentation
- Recruitment & Talent Acquisition
- Odoo ERP System
- Attendance & Leave Management
- Employee Relations
- Onboarding & Orientation
- HR Reporting
- Microsoft Office (Excel, Word, PowerPoint)
- Time Management
- Problem Solving
- Teamwork

Languages

- Arabic: Native
- English: Very Good