



HAMZA AL-HOWAIDI

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PROFESSIONAL SUMMARY

I look forward to an opportunity to apply my knowledge and academic skills in Human Resources Management that consequently would lead to achieving organizational business objectives and enriching my knowledge and experience.

EDUCATION

Mohammed Bin Fahad University, Khobar, Eastern Province, 05/2021

Bachelor of Science: Human Resources Management

- Completed professional development in Human Resources Management.
- Member of PMU students development.
- Member of PMU (HRM).

American Language And Culture Institute (ALCI), Chico California United States of America, USA, 10/2012

English Language

WORK HISTORY

HUMAN RESOURCES COORDINATOR, 12/2021 - 03/2022

Dar Al-Mustafa Holding Group, Dammam, Eastern Province

- Planned, organized and managed recruitment and selection processes, consistently meeting budget targets and recruitment goals.
- Managed performance appraisal systems and policies.
- Hosted welcome events for new hires to build company culture.
- Training and directing employees on their duties, job safety, and job rights.

CALL CENTER TEAM LEADER, 09/2018 - 05/2021

Total Care Saudi, Khobar, Saudi Arabia

- Leading group of 8 call center agents and insured quality of service.
- Answer incoming calls and respond to customers' emails.
- Provided leadership and direction for employees, supervising activities to drive productivity and efficiency.
- Professionally handled difficult customer complaints and objections to maintain first-class customer service standards.
- Led performance reviews and tailored employee feedback to facilitate professional development.

CREW TRAINER, 09/2015 - 12/2017

Macdonald's, Dammam, Saudi Arabia

- Set positive examples for team members by demonstrating quality service.
- Trained 2-5 employees in customer service, food safety and performance requirements.
- Maintained current knowledge of company standards and up-to-date food safety regulations.
- Encouraged professional development and goal setting for all staff.

SKILLS

- Computer skills: Microsoft excels, word, PowerPoint.
- Excellent communication skills and leadership qualities.
- Fluent in writing and speaking English.
- Talent management.
- Staff development.
- Performance management.
- Recruitment.

RELEVANT COURSES

- *Research Method*
- *Negotiation and conflict*
- *Recruit*
- *Employee Relationship*
- *HR planning*
- *Compensation and Benefits*

ACTIVITIES AND VOLUNTEERING

- Member of Society for Human Resource Management (SHRM). (2016-Present)
- Event planner with Snabel Al-Kaheer - Alwafaa festival. (2004-2015)
- Vice president of Saudi Students Club at Chico University. (2012-2013)
- Coordinator hosting event for foreign exchange students. (2013 - 2014)
- Coordinator at Chico University, International Student Organization (ISO). (2012-2013)