

AHMED ALSHAMY

OPERATIONS & HR MANAGER | ORGANIZATIONAL DEVELOPMENT | CORPORATE TRAINER

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EXECUTIVE PROFILE

Operations and Human Resources Manager with 15+ years of experience in industrial operations, HR, administration, organizational development and corporate training. Built HR and operating structures, policies, SOPs, approval matrices, document cycles, KPI frameworks and reporting systems for companies and factories. Managed cross-functional workforces of up to 500 employees and delivered assignments in Egypt, with remote consulting and training across Arab markets. Practical experience includes SCZONE licensing for two factories, Social Insurance, Labor Office requirements, Egyptian Labor Law and inspection preparation. Improved workforce stability, recruitment speed, payroll control, productivity and operating cost across multiple assignments.

SELECTED IMPACT HIGHLIGHTS

20-35% Approx. reduction in employee turnover across selected engagements	15-30% Approx. reduction in absenteeism and repeated lateness
25-40% Approx. improvement in average time-to-hire	98%+ Payroll and employee-data accuracy maintained through controlled reviews
20-35% Approx. operational productivity improvement through workflow redesign	10-20% Approx. reduction in controllable operating costs and avoidable overtime

CORE COMPETENCIES

Operations Management	Human Resources Management	Industrial Relations
Workforce Planning	Performance Management	Organization Design
Policies, SOPs & Controls	KPIs & Management Reporting	Document Control
Egyptian Labor Law	Government Relations & Licensing	Social Insurance & Labor Office
Process Improvement	Cost Control & ROI	CRM / HRIS / ERP Planning
Training Needs Analysis	Leadership Development	Change & Crisis Management

PROFESSIONAL EXPERIENCE

Operations & HR Manager | ROI-Based Consultant & Corporate Trainer

Devidya Academy for Training & Business Solutions

Project-Based, Part-Time & Freelance Assignments | Egypt & Arab Markets | 01/2019 - 11/2025

- Delivered Operations & HR management, consulting and corporate training assignments for companies and factories across multiple industries in Egypt, with additional remote engagements across Arab markets.
- Reduced employee turnover by approximately 20-35% across selected engagements by improving recruitment quality, onboarding, supervision, performance follow-up and employee relations.
- Lowered absenteeism and repeated lateness by approximately 15-30%, while reducing avoidable overtime costs by up to 20% through attendance controls, manpower planning and supervisor accountability.
- Shortened average time-to-hire by approximately 25-40% by standardizing workforce requests, candidate screening, interview workflows and onboarding documentation.
- Maintained payroll and employee-data accuracy above 98% through reconciliations, controlled inputs, approval workflows and structured payroll reviews.
- Improved operational productivity by approximately 20-35% and reduced controllable operating costs by around 10-20% through process mapping, role clarification, KPI follow-up and removal of workflow bottlenecks.
- Established HR, administration and operations systems for multiple companies and factories, including structures, departments, job descriptions, SOPs, authority matrices, forms and document cycles.
- Supported SCZONE licensing procedures for two factories; managed ongoing coordination with Social Insurance, the Labor Office and other government bodies, contributing to successful inspections, complete employee files and stronger legal-compliance readiness.
- Planned CRM, HRIS and ERP requirements, designed workflows and management dashboards, and trained owners, managers, supervisors and teams on practical implementation.

PROFESSIONAL EXPERIENCE - CONTINUED

Chief Operating Officer (COO)

American Business Academy

Cairo, Damietta & Port Said | 09/2019 - 07/2020

- Directed multi-branch operations, aligning strategy, budgets, service delivery and quality standards while improving consistency across locations.
- Converted board objectives into measurable operating plans, KPIs, policies and resource priorities that improved management visibility and execution discipline.
- Oversaw HR, administration, marketing, training, customer service and cross-functional coordination, improving collaboration and service responsiveness.
- Evaluated executive leaders, managed organizational risks and strengthened legal, policy and financial-control compliance.
- Built partnerships and new business opportunities while maintaining cost control and service quality.

Sales Director

Egyptian Cultural Center

Cairo, Mansoura & Alexandria | 03/2016 - 07/2019

- Led sales operations across three locations and managed three sales teams totaling 69 employees, strengthening target ownership, coaching and performance accountability.
- Improved sales planning and pipeline quality through annual targets, forecasting, territory strategy, pricing controls and competitor analysis.
- Recruited, trained, coached and appraised sales staff, building a stronger performance culture and clearer accountability.
- Built CRM data standards, KPIs, dashboards and reporting between sales and marketing, improving lead follow-up, management visibility and conversion discipline.
- Coordinated with Operations, Account Management and technical teams to resolve client issues and improve service delivery.

Business Development & Training Manager

Future Builders International Academy

Cairo | 02/2011 - 01/2016

- Developed business plans, market research, sales strategies, partnerships and client-acquisition initiatives that expanded market reach and recurring opportunities.
- Improved team capability through structured training-needs analysis, evaluation, coaching and employee-development plans.
- Designed quarterly and annual training calendars, budgets, KPIs and management reports, improving program organization, resource use and follow-up quality.
- Delivered leadership, management, sales, customer service, communication and personal-development programs for companies, factories and institutions in Egypt and across Arab markets.
- Onboarded and evaluated trainers and coordinated schedules, guest speakers, materials and program marketing.

GOVERNMENT RELATIONS & COMPLIANCE ACHIEVEMENTS

SCZONE Licensing	Supported licensing procedures for two factories through the Suez Canal Economic Zone and related authorities.
Social Insurance	Managed employee registration, file completion, contribution follow-up and documentation controls across client assignments.
Labor Office	Maintained employment files, contracts, internal regulations and inspection-ready documentation in line with Egyptian Labor Law.
Inspections & Compliance	Prepared operations for government inspections, closed documentation gaps and strengthened legal-compliance readiness.

OPERATIONAL SYSTEMS & DELIVERABLES

Organization Design	Structures, reporting lines, job descriptions, authority matrices and department setup.
HR Operations	Workforce planning, recruitment, onboarding, attendance, payroll coordination and employee relations.
Performance Management	KPIs, appraisal cycles, dashboards, review meetings and corrective-action follow-up.

OPERATIONAL SYSTEMS & DELIVERABLES - CONTINUED

Policies & Controls	HR policies, SOPs, approval workflows, document cycles, forms and record control.
Digital Workflows	CRM, HRIS and ERP requirements, workflow specifications, dashboards and management reports.
Training Systems	Training-needs analysis, annual plans, competency development and manager/supervisor coaching.

TRAINING & MANAGEMENT DEVELOPMENT EXPERTISE

Leadership & Strategy	Modern management, situational leadership, strategic planning, goal setting and execution.
Team Leadership & Communication	Team building, managerial communication, conflict resolution and employee engagement.
Negotiation & Influence	Negotiation, persuasion, stakeholder management and professional communication.
Change & Performance	Change and crisis management, performance management, KPIs, problem solving and decision making.
Training & Coaching	Training-needs analysis, program design, facilitation and coaching managers and supervisors.

TECHNICAL & DIGITAL CAPABILITIES

Website Development • Digital Design • CRM Planning • HRIS / ERP Workflow Design • Payroll Systems • Business Forms & Templates • Management Dashboards • Document-Control Systems • Rapid Adaptation to Business Software

EDUCATION & LANGUAGES

Master of Managerial Psychology	Maryland University for E-Learning Egypt 2013
Bachelor of Humanities - Anthropology	Lyndon State College for E-Learning Egypt 2010

Languages: Arabic - Native | English - Professional Working Proficiency

PORTFOLIO & REFERENCES

Online Portfolio: devidya.com/ahmd-al-shamy-cv

References available upon request.