

Curriculum Vitae (CV)

Dr. Hager Abou El Fadl



Hager Abou El Fadl
PhD in Business Administration
Faculty of commerce, Cairo. Egypt

Personal details

Name: Hager M. Abu El fadl
Date of Birth: 2 Nov, 1982
Marital Status: Single
Current Job: Lecturer Management & HR in TelecomEgypt
Institution as well as HR Manger in Revenue Assurance Sector
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Dr. Hager working for TelecomEgypt as a HR Trainer and HR Manger in Revenue Assurance Sector. Currently she have taken a sabbatical in Malaysia to expand horizons in her field of study and work experience. She has built a career of 12 years with expertise in HR, Training and Revenue Assurance. She has gained professional experience working with multi-national and multi- disciplinary teams. She possesses a proven ability to work under pressure, strong communication skills and objective oriented team working .Dr. Hager received her Bachelor in Business Administration from Faculty of Commerce, Cairo University in 2003, MSc and PhD in Business Administration-HR from Cairo University in 2008 and 2016 respectively. Now, she registers as PhD student (Human resource) in Leadership and Management faculty, USIM.

Academic Qualifications

Sep.2016 **PhD in Human Recourse.**

Enrolled in Faculty of Leadership and Management PhD Program, University Sains Islam Malaysia (USIM), Nilai, Negeri Sembilan, Malaysia.

June.2016 **PhD in Business Administration_ HR.**

Faculty of Commerce, Cairo University, Egypt.

Thesis title: "*The Impact of Psychological Compatibility on the relationship between Emotional Intelligence and Performance in cases of Psychological contract violation*"

Thesis advisor: Prof. Dr. Ahmed Fahmy

Jun. 2008 **MSc in Business Administration_ HR.**

Faculty of Commerce, Cairo University, Egypt.

Thesis title: "*Emotional Intelligence and Its Effect on Organizational Commitment*"

Thesis advisor: Prof. Dr. Adel Zayed

2003 **Bachelor in Business Administration.**

Faculty of commerce, Cairo University. GPA: Good

Project: "*Application of Fuzzy Logic in Customer Relationship Management*".

List of Publications

A. Fahmy, H. Mostafa, "*The Impact of Psychological Compatibility on the Performance in cases of Psychological contract violation*", Beni-Suef university journal 4 (2015).

A. Fahmy, H. Mostafa, "*The relationship between Emotional Intelligence and Performance in cases of Psychological contract violation*" Beni-Suef university journal 4 (2015).

Academic, Professional and Administrative Experience

Current Job from Sep. 2014 (Part Time)	<p>Freelance Trainer in fields of Management & Soft skills. Cairo and Kuala Lumpur.</p> <p>Main Training Courses:</p> <ul style="list-style-type: none">- Oman Telecom Company Oct., 2017, KL<ul style="list-style-type: none">▪ Advanced skills: Customer services & revenue generation.- Petrodar Operating Company. Sep., 2017, KL<ul style="list-style-type: none">▪ Strategic Management Tools and Techniques- Ministry of Civil Service Sultanate of Oman. Aug, 2017, KL<ul style="list-style-type: none">▪ Mini MBA- Oman Airport OAMC. July, 2017, KL<ul style="list-style-type: none">▪ Manpower planning & performance appraisal- King Abdullah Medical City ,Saudi Arabia. July, 2017, KL<ul style="list-style-type: none">▪ Purchasing and Warehouse Management.- Sudapet Co, National Oil Company in Sudan. July, 2017, KL<ul style="list-style-type: none">▪ Purchasing and negation- NWC (National Water Company). July, 2017, KL<ul style="list-style-type: none">▪ Purchasing and negation- Mobily, Saudi Arabia. July, 2017, KL<ul style="list-style-type: none">▪ Work Improvement skills.- Turkish Petroleum (TPIC) petrol in Iraq. June, 2017, KL<ul style="list-style-type: none">▪ CSR, social corporate responsibility.- Trainees from the top companies in Saudi Arabia 2017, KL<ul style="list-style-type: none">▪ Innovative and Creative Thinking "CoRT Program"▪ The Art of Management (Strategic planning - human resource - Negotiating - Negotiation - the operating systems - Operations Systems –Internal and external environment interaction)- Pharmaceutical Companies and Tobacco Company , 2016, Research & commercial study center Faculty of Commerce, Cairo University<ul style="list-style-type: none">▪ Forecasting in supply management▪ Management of stores for pharmaceutical companies
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	<p>-Royal Army Hospital Oman Oct. 2014,, KL</p> <ul style="list-style-type: none"> ▪ Healthcare management. (3 months) ▪ Medical supply management.(3 months) ▪ Forecasting in medical supply management. (3 months) ▪ Warehouse Management. (3 months) <p>- The Royal Army of Oman Oct. 2014, KL</p> <ul style="list-style-type: none"> ▪ Leadership preparation program. (3 months) <p>- Qaboos University Dec 2014, KL</p> <ul style="list-style-type: none"> ▪ Emotional Intelligence course.
Sep 2016 from March. 2013	<p>HR Manager in Revenue Assurance Sector, Telecom Egypt</p> <p>Main tasks:</p> <ul style="list-style-type: none"> ▪ Performance appraisal and prepare programs for employee progress. ▪ Preparing a training plan and measure the impact of training. ▪ Re plan work force according to the needs and skill analysis. ▪ Recruitment and help in hierarchy restructure
January till Dec 2010	<p>TQM Manger - West Sector- Telecom Egypt.</p> <p>Main Tasks and Duties:</p> <ul style="list-style-type: none"> ▪ Preparing and review the plan of TQM Sector.
January 2008 till Dec 2009	<p>Human Resources Manager - West Sector- Telecom Egypt.</p> <p>Main Tasks and Duties:</p> <ul style="list-style-type: none"> ▪ Preparing the database of employees. ▪ Follow up performance for following department. ▪ Develop a training plan adaptive with sector strategy. ▪ Re plan workforce according to needs and strategic plan.
January 2007 - July 2007	<p>Performance Appraisal Manger- West Sector-Telecom Egypt.</p> <p>Main Tasks and Duties:</p> <ul style="list-style-type: none"> ▪ Preparing and designing forms for performance appraisal for all jobs in the sector. ▪ Follow up problems in performance appraisal.
Nov. 2006 till Dec 2007	<p>The Commercial Department- West Sector-Te.</p> <p>Main Tasks and Duties:</p> <ul style="list-style-type: none"> ▪ Establishing database of the top management in commercial department. ▪ Preparing and designing forms for the performance appraisal

for each area.

- Preparing performance appraisal reports monthly.

Special Jobs

- Participated in a Workshop discuss the working systems procedure standards in commercial department.
- Trained in application of ISO systems and I was the coordinator of the application ISO systems in commercial department.
- Prepared the research, the title was "problems face employee working in commercial department".
- Applied the performance appraisal system for ISO in the department.

May 2006 till
Oct 2006

Governmental Accounts Department-West Sector-Telecom Egypt.

Main Tasks and Duties:

- Working as an accountant for government accounts in the EgyptTelecom.

Jun. 2004 to
May 2006

- Private Business
- Manage a stock portfolio in the stock exchange market.

July 2003

Salama El Sadaany Accounting office

- Training on computer applications Word and Excel; this training allowed me to be in touch with administration of accounting offices.

Professional Training

- Motivation.
- Leadership preparation.
- Negation.
- Emotional Intelligence.
- Strategic Management
- Transaction analysis theory "based on Communication skills".
- Productivity Improvement: Kaizen as continuous improvements tools
- Forecasting in supply management sales and material
- The role of leadership in change management and institutional development.
- Intellectual capital: important, measurement, and disclosure.
- Medical supply management.
- Healthcare management
- Communication skills.
- Competitive advantage
- Recent approaches in HR.

Conference

March 2004

**Progress Management in Arabic Countries: Challenges and Requirement. The 6-
the annual conference, Arab Management Association.**

My participation: *I presented a short speech about the role of women in
progress and challenges facing her.*

Training Courses "as a trainee"

- How You Can Describe Training Needs? (July, 2008)
- Motivation Skills (11 – 13 January, 2009)
- Change Management (26 – 28 April, 2009)
- TELECOMEGYPT System for Human Resources (April, 2009)
- Route Cause Analysis (9 – 11 June, 2009)
- Performance appraisal (20 – 23 Dec, 2009)
- Leadership skills (12 – 16 April, 2010)
- How you can be a good listener (May,2010)
- TQM (Dec , 2010)
- Creative Thinking (June , 2012)
- TOT (June , 2013)

Languages

- **Arabic:** native.
- **English:** 2016 5 Band in IELTS Test

Speaking: 6

Writing: 5.5

Listening:4.5

Reading:4

Computer Skills

	Basic	Intermediate	Proficient
SQL		/	
SPSS		/	
MS-Office: Word; Excel; PowerPoint			/

Referees

1- Dr. Eman Kamel

Revenue Assurance General Manager

Tel: +201000060937

E-mail: eman.mohamed@te.eg

2- Eng. Arfa Elhofi

Head of West Cairo Sector

Tel: +201060333422

E-mail: arafa.elhofi@te.eg

3- PROF. DR. Salah AlKadery

Professor of Human resource University Sains Islam Malaysia, Nilai.

Tel: +60182783466

4- Prof. Dr. Adel Zayed

Professor of Business Administration at Cairo University.

Tel: +201223106644

E-mail: dradelmzayed@gmail.com

5- Prof. Dr. Ahmed Fahmy

Professor of Business Administration at Cairo University

Tel: +201222107311

6- Dr. Nafisa Bashry

Lecturer of Business Administration at Cairo University

Tel: +201223616582

7- Prof. Dr. Waleed Fekry Faris

Deputy Dean, Corporate Strategy & Quality Assurance Office.

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