

Ziad Bahgat Somida Khamis

Address: shobra – Damanhur – Al-Behera

Mobile: 01030534517  

E-mail: admin@ziadbahgat.me  LinkedIn: [Ziad Bahgat | Linked-In](#)  Website: Ziadbahgat.me 

- Nationality: Egyptian
- Date of Birth: 1st Nov, 2004
- Military status: Deferred
- Marital status: Single

Objective:

A results-driven professional with hands-on experience spanning HR operations, customer experience, and marketing. I have worked across recruitment, employee lifecycle management, and retention, while simultaneously building practical skills in content development, brand positioning, and digital strategy. I thrive in fast-paced environments where people, data, and communication intersect, and I am now seeking a role where I can bring both my HR and marketing background to a team that values versatility and real-world impact.

Academic Education:

- **2022 – in progress**
Student at Faculty of commerce English section – Damanhur's university
Major: Business
Graduation year: 2026
Grade: very good

Experience:

- **Sutherland Global Egypt** **Sept 2025 – Present**
 - **Escalation Desk & Multi-Contact** **Nov 2025 – Present**
 - Managed complex, exception-based cases using managerial system access to deliver faster, high-quality resolutions.
 - Handled escalations and multi-contact operations, coordinating with teams to prevent recurrence and meet SLAs.
 - **Associate Account Manager** **Sep 2025 – Nov 2025**
 - Handled Wayfair customer inquiries via SMS and Email, ensuring fast and accurate frontline issue resolution.
 - Maintained high customer satisfaction while identifying recurring issues to improve workflow efficiency.
- **HR Solutions** **Sep 2025 – Dec 2025**
 - **HR Generalist — Part-Time**
 - Managed end-to-end recruitment for multiple client companies, from job posting and CV screening to structured interviews, consistently handling 5 to 10 candidates per week.
 - Took ownership of payroll processing from day one, ensuring accuracy and on-time disbursement across different partner accounts.
 - Handled the full employee lifecycle including onboarding, personnel records, contract management, attendance tracking, and offboarding.
 - Applied practical knowledge of Egyptian Labor Law and social insurance procedures to ensure compliant personnel documentation, contract structuring, and employee registration processes.
 - Worked within an HR outsourcing model, which exposed me to a wide range of workforce scenarios across different industries and company sizes.
 - Re-built and upgraded internal Excel-based tracking systems, improving reporting accuracy and reducing manual errors in HR data management.
 - Used Google Forms, Microsoft Excel, and PowerPoint to streamline recruitment workflows and deliver clear internal reports.
 - Applied strong interpersonal and communication skills to maintain professional candidate experience and support employer branding efforts for partner clients.

- **INTELCIA Egypt** **July 2024 – July 2025**
 - **Retention Specialist**
 - Enhance customer retention through effective communication and problem-solving.
 - Apply persuasion techniques and data analysis to minimize Disco rates.
- **Hassan computer center** **June 2019 – Aug 2019**
 - **As a software mentaince department manager.**
 - **Receptionist and call center**
 - Managed software maintenance operations and handled customer inquiries.
 - Provided technical support and optimized system performance.

Student Activities & Leadership:

- **Enactus Damanhur member** **Feb 2024 – in progress**
 - **Vice Head of Marketing committee**
 - Lead and mentor the marketing team in planning and executing impactful campaigns.
 - Conduct market research to refine messaging and enhance outreach efforts.
 - Coordinate cross-functional initiatives to align marketing strategies with organizational goals.
- **Google Developers Group On campus** **Jan 2025 – in progress**
 - **Marketing Member**
 - Assist in promoting tech-related events and workshops to increase student participation.
 - Manage digital marketing efforts, including social media content and engagement.
 - Collaborate with the team to create compelling visuals and copy for event promotions.
- **Pioneer – 180 Damanhur** **Nov 2024 – in progress**
 - **Marketing Member**
 - Assist in promoting tech-related events and workshops to increase student participation.
 - Manage digital marketing efforts, including social media content and engagement.

Internships:

- **National Bank of Egypt (NBE) – Summer Intern** **3rd AUG 2025 –28th AUG 2025**
 - **Retail Banking & Digital Transformation**
 - Rotated across Retail Banking divisions: customer service, reception, and operations.
 - I attended specialized training sessions on FinTech, Digital Transformation, AI, Sustainability, Retail Products, Financial Inclusion, SMEs, and Non-Financial Services.
 - Completed AL-mentor courses: First Time Employee, Mastering Effective Communication Skills, Work Ethics.
 - Had a graduation project “Track Your Card”, enhancing card delivery transparency and customer satisfaction.
- **Commercial International Bank (CIB) – Summer Intern** **1st AUG 2024 –30th AUG 2024**
 - Completed structured training program in financial literacy and entrepreneurial skills.
 - Learned banking fundamentals, customer service standards, and digital transformation trends.
 - Gained exposure to professional banking operations and teamwork in a corporate environment.

Personal Brand & Content Creation

• ziadbahgatt — Instagram & TikTok

Jan 2025

Present Business & HR Content Creator

- Built a content platform from the ground up, growing to 480+ followers within 4 months through consistent daily publishing of educational content in Arabic.
- Produce and script short-form video content covering HR fundamentals, career development, CV writing, LinkedIn optimization, and business strategy, averaging 1,000+ views per video with select content reaching 3,000+ views.
- Deliver live sessions on practical HR topics including recruitment, personnel operations, and workforce management, translating real workplace experience into accessible, actionable content for students and fresh graduates.
- Collaborate with Enactus Damanhur as part of marketing and knowledge-sharing initiatives, reinforcing content reach within the university and Delta region community.

Personal skills:

- Communication skills
- Presentation skills
- Applications programmer
- Team worker
- E-mail Writing
- Branding & Storytelling
- Content Creation & Copywriting
- Digital Marketing Strategy
- Problem solving
- High computer skills
- Ability to work under stress
- Very good research skills

Language:

Arabic: Mother tongue.

English: B2

Certificates:

- | | |
|---|---|
| ▪ How to Make a Digital Marketing Plan | Career 180 |
| ▪ Workshop Banking Sector | Banker's Lounge |
| ▪ NxL Youth Empowerment Program | Nestle' and L'oreal |
| ▪ Emerging Talent for the Future Workplace | Commercial International Bank CIB |
| ▪ Entrepreneurship | central bank & the banking institute |
| ▪ Business model | central bank & the banking institute |
| ▪ Implementation phase for small projects | central bank & the banking institute |
| ▪ Digital transformation and data literacy | Commercial International Bank CIB & SAS |
| ▪ Financial Literacy and Entrepreneurial skills | Commercial International Bank CIB & Linked in |
| ▪ Human-Centric interpersonal skills | Commercial International Bank CIB & Frankfurt |