

# Nada Musa

## HR Manager/Key Account Manager

Address: Cairo, Egypt - Tel: +201002762312 - Email: nada.elfatih.mahgoub@gmail.com,  
Bold Profile , [www.linkedin.com/in/nada-musa](http://www.linkedin.com/in/nada-musa)

### Skills

- HR policies and procedures
- Employee Relations
- Benefits and compensation management
- Community involvement
- Organizational Development
- Operations Management
- Corporate Communications
- Digital Transformation
- Human Resources Management

### Professional Summary

Experienced HR Manager with 15+ years driving HR initiatives to enhance performance, reduce turnover by 30%, increase productivity by 22%, and improve customer satisfaction. Proficient in full HR lifecycle, stakeholder relationships, team leadership, and HR technology.

### Work History

#### Human Resources Manager -Alwaha Mall & offices | Khartoum, Sudan, Feb 2023 - Present

- Developed and employed 8 new HR strategies and policies that contributed to a 20% reduction in employee turnover.
- Managed recruitment efforts that filled 20+ critical positions with qualified candidates, maintaining a 90% employee satisfaction rate.
- Designed and delivered training programs that enhanced employee skills and productivity by 30%, leading to a 15% increase in customer satisfaction.
- Managed compensation and benefits programs for 200+ employees, ensuring 100% compliance with labor laws and procedures.
- Investigated and resolved 50+ employee relations issues while maintaining a 95% confidentiality rating.

#### Key Account Manager -Alaid for logistics and transportation (Seyga for Mills agent) | Khartoum North, Sudan, Dec 2018 - Oct 2022

- Led key accounts with 20+ clients, maintaining a 95% customer satisfaction rate and an average annual revenue growth of 15%.
- Identified and secured 15+ new business opportunities, contributing to a 25% increase in overall revenue for the organization.
- Collaborated cross-functionally to develop and implement 8 client-focused initiatives that better service delivery and reduced customer churn by 12%.

#### Assistant General Manager - Kayan Alfursan for contracting and investment | Khartoum, Sudan, Jan 2016 - Apr 2018

- Supervised daily operations and strategic planning for a team of 30+ employees, leading to a 22% increase in productivity and a 15% reduction in operating costs.

- Applied process improvements that increased efficiency and productivity by 22%, streamlining workflows and enhancing customer responsiveness.
- Directed a portfolio of 10+ projects, ensuring timely completion and a 90% client satisfaction rate.

**Chief Human Resources Officer** - Cambridge International Schools/SIA Schools | Khartoum, Sudan, Jul 2012 - Jun 2015

- Developed and executed HR strategies that reduced employee turnover by 30%, resulting in significant cost savings and improved organizational stability.
- Executed a comprehensive training program that upgraded employee skills by 35%, leading to a 20% increase in student academic performance.
- Led HR operations, including recruitment, compensation, and employee relations, for 200+ employees, maintaining a 95% compliance rate with labor laws and regulations.

**Data Analyst/HR & Admin Assistant** - Sudacell for telecommunication services | Khartoum, Sudan, Dec 2009 - Dec 2011

- Analyzed data and generated reports that informed 10+ business decisions, contributing to a 12% increase in operational efficiency.
- Facilitated administrative support that enhanced overall office efficiency by 18%, restructuring systems and enhancing productivity.

**Administrative Assistant** - Embassy of the Islamic Republic of Pakistan, Sudan Oct 2008 - Dec 2009

- Administered office operations and provided administrative support to senior diplomats, ensuring the successful execution of 12+ high-level events and meetings.
- Improved overall office productivity by 15% through the implementation of efficient document management and record-keeping systems.

**Section Officer/ Assistant Sales Manager** - Alshaba international group | Khartoum, Sudan Oct 2004 - Jul 2008

- Facilitated the sales team in achieving 20% year-over-year revenue growth, contributing to the organization's overall financial performance.
- Processed 150+ customer orders and maintained accurate inventory records, ensuring a 93% customer pleasure rate and a 12% reduction in stock discrepancies.

**Volunteer Work**

- **Chapter President** - IIBA Sudan Chapter | Khartoum, Sudan, Aug 2023 - Dec 2023.
- **VP Membership / Communication and Marketing** - IIBA Sudan Chapter | Sudan, Dec 2022 - Aug 2023.

**Education**

- Mini Master degree in Human Resources | Human Resources Management/Personnel Administration, General - ICQ, Oct 2022
- Bachelor of Applied Science | Computer Engineering - Omdurman Al-ahlia University.

## Training Courses

- Fellowship in Project Management, Nazlawi business college, Jan 2020.
- Diploma in Electronic Accounting, Unisco Institutes.

## Certifications

- Learning Data Analytics
- McKinsey Forward Program
- Diploma in Human Resources (HR)

## Languages

- Arabic: Native language, English: C1, Advanced, French: A2, Elementary.

## Achievements

- Led team of 10+ HR professionals and established HR strategies, cut turnover by 25%.
- Implemented 10+ HR policies for compliance, and resolved 75+ employee issues.
- Experienced in full HR life cycle management, held comp and benefits for 200+ employees.
- Grew chapter membership by 20% as President, built 50+ stakeholder relationships.
- Launched 5 initiatives, boosted engagement, organized 15+ workshops and events, created training programs, raised skills by 30%.
- Led the initiative for engaging with the community for the IIBA Sudan Chapter and implemented many programs to connect with a wide range of stakeholders.
- Increased efficiency by 18% through restructuring, oversaw HR ops for 3 offices, 150+ employees.
- Directed internal and external HR communications, automated 40% of processes with HR software.