# PhD | Business Developer | Governance Risk & Compliance Analyst | HR Advisor | Internal Auditor ISO | Trainer




## Mohamed Ibrahim Zidan

**Beni-Suief, Egypt.**

**Cell:** +201014147736

mohamed.zidan90@yahoo.com

**linkedin.com**/in/dr-mohamedzidan


## BIOGRAPHY

**Mohamed Zidan** is a multifaceted professional with expertise in business development, governance risk and compliance analysis, HR advisory, internal auditor ISO and Trainer. With a strong background in these areas, **I** have successfully navigated complex corporate landscapes, drove growth and ensuring regulatory compliance. **I** excel at identifying strategic opportunities, managing risks, and implementing effective governance frameworks. Additionally, **I** possess a deep understanding of human resources practices, enabling me to provide valuable guidance to organizations. **My** proficiency in internal audit ISO and Training further strengthens my ability to evaluate and enhance operational efficiency. With a track record of delivering results, **I** am committed to driving organizational success through my diverse skill set.

## QUALIFICATIONS

- **Philosophy Doctor;**

**PhD** in Business Administration: (November 2021), Ain Shams University- Egypt.

- **Master of Science;**

**MSc** in Business Administration: (April 2016), Helwan University - Egypt.

- **Postgraduate Diploma;**

**Diploma** of Business Administration: (October 2008), Ain Shams University - Egypt.

- **Bachelor's Degree;**

**Bachelor** of Commerce and Business Administration: (July 2006), Helwan University - Egypt.

## PROFESSIONAL EXPERIENCE

**Business Developer | Governance Risk & Compliance Analyst | HR Advisor | Internal Auditor ISO| Trainer; TAL Holding, Riyadh, Saudi Arabia (**March 2023– up to date**).**

**Duties and Responsibilities: -**

- Identifying new clients by researching and creating networking opportunities.
- Identify and pursue new business opportunities through market research, networking, and lead generation activities.
- Identifying and developing new lines of business.
- Develop, implement, sustain and improve the Governance, Enterprise Risk Management (ERM), Compliance management including ISO/ RC certification /management, Sustainability (ESG), Document & Record management systems and processes.
- Provide necessary support to Manager & Leader of Governance & Risk Management Department for improving Governance, ERM, Sustainability (ESG) & Compliance Management System's performance.
- Monitor, measure, analyze and improve the GRC performance of departmental related activities and projects / programs
- Establish, deploy and improve the GRC framework and strategies
- Solve challenges, develop roadmaps and deliver sustainable solutions
- Initiate reviews as part of continuous improvement cycle of all departmental related projects.
- Act as master trainers of the Governance, Enterprise Risk Management (ERM), Compliance management including ISO/ RC certification /management, Sustainability (ESG), Document & Record management teams
- Support the Governance, Enterprise Risk Management (ERM), Sustainability (ESG), Documentation, Record and Compliance management system processes, partnering with concerned entities to improve the efficiency and effectiveness of the processes
- Manage the Top Corporate Risks Program, collaborating with initiative sponsors and owners on the determination and execution of initiative.
- Collaborate with the teams /entities to develop and implement ongoing GRC initiatives reporting and disclosure
- Facilitate, advice and/or conduct GRC internal assessments of processes, products, services and projects as part of the overall enterprise-wide GRC self-assessment and other targeted assessments, including documentation of such assessments.
- Develop and execute strategic sales and marketing plans to expand our client base and increase revenue.
- a strong contributor to the team in terms of work ethic and performance.
- Build and nurture strong relationships with clients, partners, and stakeholders to foster business opportunities and enhance customer satisfaction.
- Collaborate with the marketing team to develop and implement effective marketing campaigns, digital strategies, and lead-generation initiatives.
- Analyze market trends, competitive landscape, and customer feedback to identify business opportunities, optimize pricing strategies, and enhance service offerings.

- Monitor and evaluate operational processes, identifying areas for improvement and implementing streamlined procedures to enhance efficiency.
- Prepare and present regular reports on sales, marketing, and business development activities to the management team.
- Provide appropriate advice to management and employees on HR matters; including counselling, performance reviews, corrective guidance, compensation, benefits, social insurance, workmen's compensation, grievances, terminations, and resolutions of work-related issues.
- Coordinate with a range of internal and external organizations to review special HR cases; such as workmen's compensation.
- Enhance and maintain high-quality staff relations by establishing and maintaining an effective and knowledgeable relationship with management and employees and act as a Company representative on routine HR issues with external institutions and government entities.
- Enhance and improve employee relations by recommending and implementing changes in policies, procedures, and practices which directly influence the working environment of employees.
- Ensure proper documentation and data management of HR cases maintaining professionalism and confidentiality.

**Business Developer Manager & Internal Auditor ISO & Trainer: Al-MOSTAKBAL Academy, Beni-Suief, Egypt (**September 2016– July 2023**).**

**Duties and Responsibilities: -**

- Providing HR support, guidance and expert advice to colleagues and managers.
- Responsible for Preparing for ISO 9001:2015 to each client.
- Responsible for preparing (Vision & mission & values & organizational chart & SWOT Analysis) to each client.
- Responsible for Preparing (administration circulation & company profile &employee's handbook & etc.) to each client.
- Developing HR practices and processes to ensure consistency.
- In charge of the disciplinary, grievance and redundancy processes.
- Writing job adverts and then advertising them.
- Carrying out salary reviews.
- Building effective relationships with trade union representatives.
- Responsible for the recruitment, selection and interviewing process.
- Develop, coordinate and deliver training modules as required.
- Advising on change and improvements within the organisation. Sickness / absence monitoring & reduction.
- Negotiating with staff regarding their pay.
- Ensuring all HR administrative records are updated and maintained.
- Advising managers on staff development.
- Negotiating terms and conditions of employment with staff.
- Conducting inductions with new starters in the business.

**Admin & HR Manager, GETC Group, Doha, Qatar (**April 2012– August 2015**).**

**Duties and Responsibilities: -**

- Responsible for the HR function within GETC Group.
- Member of the management team in GETC Group.
- Manage recruitment and selection of all new GETC Group employees and contract staff.
- Provide consultation to management on employee relations issues, and manage all disciplinary issues within the company. Manage all redundancy situations including calculations, financial guidance and communications to affected employees.
- Management of Health and Safety for the entire site including risk assessments, audits and revisions of policy and procedures. Engage with consultants on an ad hoc basis.
- Work closely with management and employees on all grievance issues within the company.
- Work closely with senior management to identity, develop and implement training and development programs in line with the business objectives.
- Provide senior management and others with various types of employee reports including attrition, absence, compensation, annual leave, overtime costs and headcount.
- Management of the full recruitment process including sourcing strategy; interviewing; reference checking; making offers to candidates; driving and delivering induction training.
- Responsible for the development and delivery of the employee induction program.
- Design and implementation of a company-wide performance management system that is linked to the core vision and objectives of the business. Provision of on-going consultation to management on performance related issues.
- Design of a merit increase and salary review system with built in factors such as salary review budget, company performance, individual performance, market rate of the job and internal equity to ensure fair and equitable review of salaries within the business.
- Delivery of training to employees on a regular basis – e.g., induction training; quality training; training on effective recruitment and performance management.
- Responsibility for ensuring GETC Group operated in line with employment legislation and health and safety at work legislation.

**HR Co-ordinator. Al-Jazeera Net for Telecommunication & Information Systems, Doha, Qatar (**December 2010- April 2012**).**

**Duties and Responsibilities: -**

- Responsible for all human resource activities including employment, labour relations, etc.
- Follow-up to recruitment of foreign labour through international manpower agencies, starting from approval of the Department of Labor and get a visa to issue a letter of appointment.
- Supervision and follow-up of all the procedures in granting resident permit to all our staffs, from medical examination procedures, the fingerprint and even doing ID Card of each employee.

- Preparing and Document of employment contracts for all of our staff.
- Manual and computerized file keeping and maintenance for each employee and all files related to administrative affairs.
- Supervision and follow-up each Governmental agency (ministry of labour- Ministry of Municipality - Ministry of Foreign Affairs - Supreme Council of Health - Ministry of Interior - Embassies ...).
- Determination of annual leave for staff and workers.
- Doing all the administrative affairs and human resources Starting from follow the staff and workers, organizing the daily work of the company, write and edit models and management reports and submitted to the General Director.
- Assignment of tasks to each employee and monitoring the tasks.
- Understanding any problem related to work or staff and taking drastic measures with management's approval to prevent such problems in future.
- Effective communication with our customers and assuring to solve any problem as quickly as possible and taking necessary actions.
- Preparing report explaining staff performance and submitting reports to higher management.
- Manual and computerized file keeping and maintenance of Monitoring and maintaining control over all the company owned automobiles, including technical examination and annual renewal of each vehicle.
- Supervision and control over the accommodation of staff and workers.

## COURSES ATTENDED

| Time | Course | Training Hours |
|---|---|---|
| March 2023 | **The impact of AI on Human Resources** future seminar Online, Chartered Institute of Management & Leadership, Egypt. | One hour |
| February 2023 | **HR Technology,** Online, ONE stop Center, Egypt. | One hour |
| January 2023 | **Graphic Tea Workshop**, Online, ATTAA Digital, Saudi Arabia. | One hour |
| December 2022 | **The role of digital transformation in organizational excellence,** Online, ATTAA Digital, Saudi Arabia. | One hour |
| November 2022 | **Data Analysis** Using Excel, RWAQ Platform. | 32 hours |
| October 2022 | **An introduction to the future of things in Saudi Arabia,** Online, ATTAA Digital, Saudi Arabia. | One hour |
| October 2022 | **Data Analysis** Using Excel, DERAAK Platform. | 20 hours |
| October 2022 | **Artificial Intelligence in Human Resources,** Online, Saudi GCDC Cloud, Saudi Arabia. | One hour |
| October 2022 | **Artificial Intelligence and its challenges,** Online, ATTAA Digital, Saudi Arabia. | One hour |
| September 2022 | **Designing professional work reports using Excel,** Online, Saudi GCDC Cloud, Saudi Arabia. | One hour |
| December 2020 | **Scholarly Publishing in Indexed Journals** (JCR and Scopus) from Training & Development Center (TDC) - Ain Shams University - Egypt. | 15 hours |

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|---|---|---|
| December 2020 | **Scientific Writing**, from Training & Development Center (TDC) - Ain Shams University - Egypt. | 15 hours |
| January 2020 | **Digital Advertising - Managing Paid Campaigns**, from EDRAAK, is a massive open online course (MOOC) platform. | 4 hours |
| December 2019 | **Digital Marketing**: SEO, Analytics, and online Presence, from EDRAAK, is a massive open online course (MOOC) platform. | 10 hours |
| November 2019 | **Fundamentals of Digital Marketing**, from Google Digital Garage. | 40 hours |
| February 2014 | **ISO 9001:2015 Certificate**" Quality Management Systems", Internal Auditor training Course, from MS Certifications – Doha- Qatar. | 30 hours |
| April 2010 - July 2010 | **Professional HR Diploma** from "CAME" center - Cairo - Egypt. | 100 hours |
| May 2010 - June 2010 | **Professional Course in The Management of Human Resources** from - Al AHRAM Center for Management and computers - "AMAC". Cairo - Egypt. | 16 hours |
| June 2010 | **Professional Management Diploma** - Paradise Solutions Company- Cairo - Egypt. including:<br>• Administration of workers.<br>• Payroll.<br>• Purchases Management.<br>• Inventory Management. | 72 hours |
| December 2009 | **Professional Management Diploma -** Helwan university- Cairo Egypt. including:<br>• Problem solving and decision-making skills.<br>• Communication skills / Behavioural & leadership skills<br>/ Negotiation. skills (Organizational behaviour in the modern era).<br>• Egyptian accounting standards.<br>• Management of logistics& Quality management.<br>• Transport management.<br>• Stock markets.<br>• Feasibility studies and small business management.<br>• Sales & marketing skills | 80 hours |
| May 2008 | **Certificate of Preparation and development of new skills Accountants** from CAME Center- Cairo - Egypt. | 16 hours |
| Nov. 2009 - Dec. 2009 | **Course in International United Distribution Corporation.**<br>"Atlas for electronic dictionaries "- Cairo - Egypt. which including:<br>• Negotiation skills.<br>• Sales & Marketing. | 20 hours |
| Feb. 2006 – March.2006 | **Computer Certificate** from Helwan university- Cairo - Egypt. With grade: Excellent. | 100 hours |

## SCHOLARSHIPS

- Scholarship for ISO 9001:2008 Certificate" Quality Management Systems", Internal Auditor training Course, from MS Certifications -Qatar.
- Scholarship for Professional HR Diploma from "CAME" center - Egypt.
- Scholarship for Professional Management Diploma - From the Ministry of Communications and Information Technology - Egypt.

## AWARDS, SHIELDS AND HONORS

- Certificate of appreciation from Al-Shrouq Academy, Beni-Suief, Egypt, as a result of my valued efforts at the work.
- Certificate of appreciation from the Ministry of Communications and Information Technology – Egypt, as a result of obtaining Master of Science in Business Administration.
- Investment certificate from Beni-Suief Governorate for the participation. In scientific research.
- Certificate as a result of a Participation in the exceptional students' competition.

## NETWORKING EVENTS

- Participating in the conference" Human capital challenges in the light of CORONA Covid-19 crisis ". Under the auspices of (EBDAA Academy) - Beni-Suief, Egypt, March 2021.
- Participating in the conference" corporate governance for family-owned companies ". Under the auspices of (Qatar Exchange - Chamber of Commerce and Industry of Qatar - Institute of Directors, Qatar) - February 2011.
- Participating in a "meeting with representatives of International Corporation for Islamic trade finance. (ITFC) "Under the auspices of Chamber of Commerce and Industry of Qatar - April 2011.

## CONTRIBUTIONS & RESEARCH ACTIVITIES

- Zidan, Mohamed Ibrahim (2021). The impact of Organizational immune on Organizational Health, A field Study on Telecom Egypt company, scientific journal of economic & commerce, Faculty of Business, Ain Shams University.
- Zidan, Mohamed Ibrahim (2021). The impact of Transformational Leadership on Organizational immune, A field Study on Telecom Egypt company, scientific journal of economic & commerce, Faculty of Business, Ain Shams University.
- Design a questionnaire to measure the opinion of Telecom Egypt company Employees a round " Organizational immune systems as a mediator variable in the Relationship between Transformational Leadership and Organizational Health" – 2020.
- Zidan, Mohamed Ibrahim (2015). The Relation between Organizational Climate and the Retention of Talented Employees, with an application on Egyptian Pharmaceutical Companies, scientific journal of research and business studies, Faculty of Commerce & Business Administration, Helwan university 2, (2).

- Design a questionnaire to measure the opinion of Egyptian Pharmaceutical Companies' Employees a round "The Relation between Organizational Climate and the Retention of Talented Employees" – 2015.
- A Restructure study for human resources management at Bright Way Academy, Beni-Suief, Egypt- 2015.
- A Restructure study for human resources management at GETC Group (Qatar) – 2014.

## COURSES PRESENTED

| Course | Place |
|---|---|
| Simplified administrative procedures & preparing for ISO 9001 | the Aluminium Company of Egypt (Egypt alum) |
| Human Resources Management | The Agricultural Bank of Sudan (ABS) |
| Human Resources Management | Egypt Air |
| Human Resources Management | Suez Safety Outfitters "SSO" |
| Modern ways to improve productivity in factories | BUTAGASCO "Energy company in Egypt" |
| - work stress<br>- organizational commitment & job ethics | Holding Company for Pharmaceuticals |
| Preparing for ISO 9001:2015 | Holding Company for Water & Waste water |
| Negotiation (strategies and tactics) | Egyptian tax authority |
| Professional Salesman Certificate | El-Zahra'a factory |
| Strategic planning<br>Solving problems & Decisions Making | Egyptian National Railways |
| - The Basic Principles of Management.<br>- Marketing Management.<br>- Human Resources Management.<br>- international Human resources management<br>- Total Quality Management<br>- PR & Customer Service<br>- Procurement Management. | AL-SROUQ Academy |

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|---|---|
| - Knowledge Management.<br>- Executive Secretariat Management.<br>- Strategic management<br>- E-Marketing<br>- Organizational behaviour | |
| The Basic Principles of Management | Bright Way Academy |
| - Time & Crisis management<br>- Executive secretary Management | Al-Haram Academy |
| Professional Salesman Certificate | Integrated Training Institute |
| Leader ship & Communication skills | Ministry of Youth |
| Problems solution & Decisions making | United Scientific Group |

## COMMUNITY SERVICE

- Communication skills related lectures, Ministry of Youth, Beni-Suief, Egypt.
- Communication skills related lectures, Students of the Faculty of Commerce, Beni-Suief University, Egypt.
- Member of Human Relief Agency - Egypt.
- Member of International Relief and Development.
- Member of Mercy Corps, Charity Organisation.
- Member of Egyptian Red Crescent.

## PROFESSIONAL ACADEMIC MEMBERSHIP

- Management knowledge base: (MBA knowledge base).
- Arab Administrative Development Organization (ARDO).
- Qatar National Library.

## KEY SKILLS AND COMPETENCIES

- Experience in applying GRC management principles to concerned entities.
- Effectively communicate complex technical concepts to both technical and non-technical stakeholders.
- Strong proficiency in GRC management system with recognized Training & Certifications in GRC Management, Sustainability, ESG, ISO / RC standards, Internal Auditing.
- Excellent communication, presentation, and interpersonal skills.

- Excellent verbal and written communication skills
- Demonstrated ability to build and maintain relationships with clients.
- Goal-oriented mindset.
- Self-motivated and able to work independently, as well as collaboratively within a team.
- Confidence and energy in sales interactions
- Professional appearance
- Ambitious and straightforward approach
- Research and problem solving, investigation and synthesis skills.
- Data analytics, reporting, writing, communication and presentation skills.
- Well-versed decision-making skills.
- Ability to develop and enhance Governance Risk & Compliance management and internal control policies and procedures.

## LANGUAGE SKILLS

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|---|---|
| **Arabic** | Mother tongue. |
| **English** | TOEFL Certificate, from Ain Shams University - Egypt. Score (550) - 81%. |

## COMPUTER SKILLS

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| **Computer skills of Microsoft applications** | Perfect working knowledge through practice and courses of Microsoft Office Applications & Internet research skills (Excel, Word, Power Point,) / Oracle. |
| **Skills of typewriter applications.** | Proficiency in handling with applications of the typewriter. |

## REFEREES

*Excellent references available on request.*