

Rawya Mahmoud

Profile

Strategic HR & Talent Acquisition Specialist with 7 years of experience in designing and executing full cycle recruitment strategies across legal, NGO, media, construction and distribution & retail sectors. Proven expertise in developing HR frameworks, optimizing hiring processes, and enhancing employees experience SHRM-CP certified with expertise in technical and corporate recruitment, behavioral interviewing, onboarding programs, and HR policy development. Fluent in Arabic, English, and French.

Education & Certifications

Bachelor in Business Administration, Saint Joseph University of Beirut (2010)

Double Master's Degree in Marketing of Services, Saint Joseph University of Beirut & IAE Tours François Rabelais (2012)

Diploma in Human Resources Management, American University of Beirut (2020)

The Society for Human Resource Management, SHRM-CP (July 02, 2024 expires on July 31, 2027)

Professional Experience

MiCare Lebanon, *Senior Human Resources Officer*

December 2025 – present

- Lead end-to-end recruitment and onboarding processes.
- Develop and implement HR policies and procedures aligned with organizational objectives.
- Lead organizational development (OD) initiatives, restructuring workflows and processes to improve overall efficiency.
- Develop and standardize operating procedures (SOPs) to enhance workflow efficiency across departments.
- Create job descriptions to reflect evolving business needs and role requirements.
- Manage and monitor employee leave records, ensuring accuracy and compliance and oversee employee relations.
- Manage the learning and development initiatives.

JP Legal, *Talent Acquisition & HR Specialist*

January 2025 - November 2025

- Designed and implemented HR policies covering Code of Conduct, Leave, Recruitment, Compensation, Performance, Career Development, and IT.
- Managed full-cycle recruitment across technical and corporate functions including Associates Lawyer, AI Specialists, Senior Accountants, Legal Advisors, and Graphic Designers.
- Partnered with hiring managers to develop clear, targeted job descriptions aligned with organizational goals.
- Leveraged LinkedIn Recruiter, referrals, universities, and social media to build diverse and qualified talent pipelines.
- Led structured interviews and created a consistent candidate experience from sourcing to onboarding.
- Implemented onboarding programs that improved new hire retention and engagement.
- Maintained compliance in documentation and data privacy across all HR processes.
- Oversaw leave management, ensuring accurate tracking and reporting.
- Maintained strategic relationships with external recruitment partners and consultants.

Farah Social Foundation, *Human Resources Officer – Talent Acquisition*

Aug 2021 - May 2022

- Developed foundational HR structures and launched formal recruitment processes within the organization.
- Improved candidate engagement and reduced time-to-hire through timely communication and clear job descriptions.
- Conducted behavioral interviews (STAR method) and led recruitment of social workers, agricultural engineers, and accountants.
- Built the groundwork for a performance management framework to align employee objectives with organizational goals.
- Strengthened employer branding via consistent onboarding and employee communication strategies.

Quantum Communications International – Quantum Group, M&C Saatchi, *HR Associate*

April 2019 to Dec 2019

- Recruited for mid- and senior-level positions across Lebanon and Qatar.
- Conducted skill assessments and managed onboarding to ensure successful integration.
- Collaborated with universities (LAU and NDU) to expand recruitment channels and build talent pipelines.
- Managed legal compliance for NSSF, MOF, and insurance enrollments.
- Led exit interviews and ensured smooth offboarding processes.
- Maintained leave trackers and supported internal HR communications.

Cmc Cooperativa Muratori Cementisti Ravenna, Greater Beirut Water Supply Project, *HR Assistant* Feb 2016 to March 2019

- Analyzed staffing needs across project phases and aligned recruitment accordingly.
- Conducted candidate sourcing, screening, and interviews with project managers.
- Organized onboarding and safety inductions for construction site workers.
- Managed documentation for 300+ employees including contracts and legal forms.
- Mediated staff-management conflicts, resolving disruptions such as strikes.
- Compiled monthly workforce and attendance reports with data visualization.

Previous Experience

Constructions et Bâtiments, *Office Manager*

Sep 2014 to Sep 2015, Lebanon

Languages

English (Fluent); French (Fluent); Arabic (Native)

Skills

- **Talent Acquisition & Recruitment:** Full-Cycle Recruitment, Talent Acquisition Strategy, Sourcing Techniques, Pipeline
- **HR Operations & Strategy:** HR Policies & Procedures, Performance Management Support, HR Compliance.
- **Employee Experience:** Onboarding, Employer Branding.
- **Organizational Development:** Job Description Development, Cross Functional Collaboration.