

Holds a B. Sc. in Chemistry and has about 17 years' experience working in QA/QC field.

## **PERSONAL DATA**

Nationality : Egyptian  
Birth Date : Nov. 1983  
Gender : Male  
Marital Status : Single  
Residence : Helwan, Cairo

## **EDUCATION**

: B. Sc. in Chemistry, Ain Shams University, 2005  
: Total Quality Management (TQM), Ain Shams University, 2016  
: Master of Business Administration (MBA), Global Business – Paris ESLSCA Business School, 2021

## **LANGUAGES**

Arabic : Native Language  
English : Very Good

## **COMPUTER SKILLS**

: Windows, MS Office, Internet

## **TRAINING COURSES AND CERTIFICATIONS**

: Lead Auditor ISO9001:2015.  
: Lead Auditor ISO45001:2018.  
: Lead Auditor ISO14001:2015.  
: Lean Six Sigma Green Belt (LSSGB) – Symbios Egypt.  
: Total Quality Management.  
: Training for 3 months in Turkey on the quality and safety.  
: OHSAS 18001/2007.  
: RCA and CAPA.  
: TOT.  
: Communication & Presentation skills.  
: Business Etiquettes.  
: Negotiation Skills.

- : Pest control.
- : Microsoft Office at New Horizon.

## CHRONOLOGICAL EXPERIENCE RECORD

- Dates** : From Mar. 2016 till now
- Employer** : Multi M Group for Metallic and Wooden Industries (Mohm Office Furniture)
- Job title** : QA/QC Manager
- Job Description** :
- Promoting quality achievement and performance improvement across the organization.
  - Make crucial decisions in favor of cost-efficiency without compromising on quality.
  - Reporting to upper management on quality standard issues.
  - Assessing product specifications and customer requirements.
  - Handling all customer complaints and customer satisfaction.
  - Ensuring compliance with national and international standards.
  - Considering application of environmental and health and safety standards.
  - Defining processes and procedures in conjunction with operating staff.
  - Bringing together staff of different disciplines and driving the group to formulate and agree comprehensive quality procedures.
  - Effectively interact with Production and Development teams to maintain product supply and help introduce new products.
  - Provide the needed training and coaching to the team to fulfill their job requirement and qualifications.
  - Working methodically to establish a clearly defined management system that all staff can apply.
  - Setting up and maintaining controls and documentation.
  - Supervising technical staff in carrying out tests and checks, often in a laboratory environment.
  - Ensuring tests and procedures are properly understood, carried out and evaluated and that product modifications are investigated if necessary.
  - Collating and analyzing performance data against defined parameters.
  - Writing technical and management system reports.
  - Supervising the programs of internal auditing.
  - Supervising the programs of continual improvement to product or services.
  - Pinpointing relevant quality-related training needs.
  - Working with purchasing staff to establish quality requirements from external suppliers.
  - Ensure all work meets or exceeds the contract specifications and standard of excellence of the joint Venture.
  - Ensure all materials meet or exceed the contract specifications.
  - Documenting, monitoring, tracking, and submitting all data.
  - Coordinate and schedule field testing and performance QA/QC inspections.
  - Review all special inspection and material testing perform by third parties.
  - Document all inspection and testing in QC reports.

**Dates** : From Jan. 2013 till Feb. 2016  
**Employer** : Al Mansour Holding Company for Financial Investment  
**Job title** : QA Manager  
**Job Description** :

- Develop, implement, communicate and maintain a quality plan to bring the Company's Quality Systems and Policies into compliance with quality system requirements.
- Create the needed Policies and Procedures (SOP's) for all Departments implementing TQM.
- Handling all customer complaints and customer satisfaction.
- Ensuring compliance with national and international standards and legislation.
- Check implementation of all SOPs which is already trained on it and assure that there is no any deviation to any SOP.
- Considering the application of environmental and health and safety standards.
- Agreeing standards and establishing clearly defined quality methods for staff to apply.
- Defining quality procedures in conjunction with all operating staff in the business.
- Setting up and maintaining controls and documentation procedures.
- Liaising with customers auditors and ensuring the execution of corrective actions and compliance with customer's specifications.
- Establishing standards of service for clients.
- Preparing clear explanatory documents such as customer's charters.
- Identify any deviation to quality or safety in the production area through quality alert system.
- Sharing in investigations to find the root cause of any deviation and follow up the implementation of needed actions to solve quality issue putting the preventive actions & action plans.
- Monitoring performance by gathering relevant data and producing statistical reports.
- Organize and manage quality assurance function in close co-operation with the customers and with the Company's management team.
- Identifying relevant quality-related training needs and delivering training.

**Dates** : From May 2012 till Dec. 2012  
**Employer** : Al Hayat Kimya (Molfix)  
**Job title** : Quality Section Head  
**Job Description** :

- Creating the needed SOPs and work instruction that serve all activities within the company scope.
- Analyze investigation data (quality alerts, incident and customer complains) to customize the defect and maximize the customer satisfaction and profitability.
- Managing the training for the production staff on the quality aspects.
- Define and manage quality check list as well as manage the collections of samples and relevant lab activities.
- Check the production area to assure that there is no any risk from it on the quality or safety of production process plus identifying any needed maintenance to maintenance team.
- Check implementation of all SOPs which is already trained on it and

assure that there is no any deviation to any SOP.

- Identify any deviation to quality or safety in the production area through quality alert system.
- Sharing in investigations to find the root cause of any deviation and follow up the implementation of needed actions to solve quality issue putting the preventive actions & action plans.
- Making planned, unplanned or on job training for operators on the quality standards and SOPs.
- In-process for all production steps according to the companies sampling plan and testing samples according to Finished Product Specification (FBS).
- In laboratory for analyzing both raw material and finished products.
- Supervise Hold & Release system which prevent delivering of any defected product according to relevant SOPs.
- Review all production related records regarding fill on time, completeness, correctness and compliance with Record Management system.
- Reporting to Q.A manager for any related quality issue.
- Sharing in internal audits and also in quality improvement for the process.
- Sharing in issuing or updating any system will affect quality of product.
- Achievement all relevant Quality Standard.
- Responsible on promotion process flow in customization center.

**Dates** : From Jun. 2009 till May 2012

**Employer** : Procter and Gamble (P&G)

**Job title** : QA Supervisor

**Job Description** :

- Lead the QA programs in all activities.
- Applied 19 key elements quality assurance of P&G.
- Sharing in SIP Audit.
- Elements to enhance the QA culture and awareness among the plant members.
- Maintaining review and upgrade the SOPs, also creating the needed.
- Organize and manage quality assurance function in close co-operation.
- Organizing and conducting regular QA audits.
- Lead Consumer/Customer complaints by investigating the complaints to capture the root causes & ensure proper Corrective & Preventive actions has been taken to prevent re-occurrence.
- Provide Beauty Care QA Targets and Goals at the beginning of each Fiscal Year to the upper management, and review the progression with the operations on monthly basis.
- Representing the QA in the new Projects and Initiatives to ensure Quality Standards are followed.
- Review and Approve Projects, Validations, SOP's, Change Control and Work Processes.
- Providing 6 Sigma QA input in the operation Process Control Strategy.
- Leading the Quality Related loss program in the Beauty Care to eliminate QA related losses.
- Leading the quality assurance capability in the external P&G auditing.
- Put preventive actions plan for all quality alerts and quality incident.

- Supervising the Recall process for the defected products.
- Conducting planned, unplanned or on job training for all related functions on the quality standards and SOPs.

**Dates** : From Apr. 2007 till May 2009  
**Employer** : Petroleum Storage and Petroleum Analytical Labs (Egyptian Army Forces)  
**Job title** : Officer  
**Job Description** :

- Leading and supervise all petroleum storage activities.
- Leading and supervise petroleum analysis in the army forces laboratory.
- Conducting teaching lectures to soldiers for the daily activities.
- Achieving, maintaining and manage all petroleum appropriations' documents monthly.
- Maintaining and managing all fuel appropriations whatever of peace or war.
- Analyze oils and gases of all kind of fleet relative to army forces.

**Dates** : From Jul. 2006 till Apr. 2007  
**Employer** : Lokma Group  
**Job title** : Chemist & QC  
**Job Description** :

- Quality Control to analyze Stoneware pipes and ceramics (physically and chemically) starting from raw materials ending to finished products.
- Conducting all laboratory test as per sampling plan to ensure adhering the specifications.
- Checking and measuring the samples in the production line as per the relevant SOP.
- Hold and release the products according to the checking results.
- Supervise the storage and shipping processes.
- Solve all customer's complaints by coordination with the interesting departments.
- Making the needed traceability if required.