

Marwa Mohamed Abdelaziz Shehab

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Objective



Responsible Quality control manager adept at providing guidance, leadership and support in the quality of products and operations. Ensures that all activities conform to applicable international regulations, as well as follow company standards and requirements. Will always make sure operations adhere to goals, objectives and mission of the company.

WORK EXPERIENCE

Sheba Shapewear

Jan2021 – Till now

Quality Control Manager

- Gaining an understanding of the client's needs and requirements and communicating them and the quality standards to the production teams.
- Devising ways to improve the manufacturing process to ensure higher-quality goods.
- Devising, improving, and reviewing new specifications and procedures for products or processes, and training staff to use them.
- Setting the requirements for raw materials from suppliers and monitoring their compliance.
- Supervising inspectors, technicians, and other staff members and providing guidance.
- Ensuring legal obligations are followed and ensuring compliance with regulatory bodies and with health and safety guidelines.
- Overseeing product development procedures to identify any deviations from quality standards.
- Inspecting the final output, comparing it to the requirements, and approving or rejecting the final products.
- Keeping accurate documentation and performing statistical analysis.
- Gaining feedback from the clients, attending meetings, submitting reports, and assisting external auditors and inspectors.

Sheba shapewear**Quality Control Engineer****Nov2019-dec 2020**

- Provided engineering support to the quality control Department.
- Inspected approximately 200 products per day according to approved standards and prepared them to be tested.
- Scheduled testing activities in coordination with the production and planning departments.
- Maintained quality records and documentation

Sheba Shapewear**Oct2018-Oct2019****Customer service team leader**

- Identify opportunities to enhance internal processes which promote best practice and lead to overall performance improvement and organizational efficiency.
- Co-ordinate the activities of the Customer Service team; provide support and advice to team members.
- Monitor performance and lead the team to achieve key performance indicators (KPIs) and provide an excellent service to customers.
- Evaluate customer feedback and identify ways to maximize customer satisfaction.
- Ensure that standard operating procedures are documented and maintained.

Sedra Medical**Customer service Engineer****Jan2017-Sept2018**

- Establish a trusting relationship with the customer's plant engineering, line operators, quality departments, logistic departments and customers' service organizations establish a trusting relationship with the customer
- As a direct contact and response person to customer's complaints
- Support Safe Launch Activities at customers' facilities
- Identify customer needs, and deliver product/service solutions to fulfil them
- Quantify and communicate value to customer of product/service solutions
- Troubleshoot and remediate customer problems
- Interact with Product Development group in validation of new product offerings
- Interact with Operations and Quality teams in Process Improvement initiatives, and to ensure products meet customer requirements

Cairo Scientific**July 2015-Dec2016**

- Perform technical presentations for products.
- Negotiation with clients to achieve perfect deal.
- Troubleshoot customers' feedback and create appropriate bug or feature requests and help with prioritization of such issues with data.

- Prepare offers and proposals documentation to participate in tenders.
- Represent Cairo Scientific in various tenders.

SKILLS

Problem Solving	Time Management	
Time Management	Critical Thinking Skills	Microsoft Office
Interpersonal Skills	Decision Making	Skills
Critical Thinking Skills	Customer Loyalty	
Organizational Skills	Active Listening Skills	

Language

Arabic native	English fluent
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EDUCATION

Misr University for Science & Technology

Biomedical engineer 2005-2010

with grade good
graduation project excellent

Personal Info



Birthday 6/5/1986

Marital Status: Married

No of dependents :two

