

# Mohamed Ahmed Hendawi



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## **Professional summary**

A motivated and productive specialist with nearly three years of experience, seeking a challenging opportunity in a well-reputed company to improve my qualifications and experiences, Overall, I am extremely self-motivated, quick learner have an ability to multi-task, prioritize, manage time effectively, can-do attitude and have a passion to learn new things, with a great ability of working in team or individually, I've developed a set of skills as **CRM** self-learning from LinkedIn, Quality management professional diploma and food safety certificate.

## **Experience**

Jul2022-Oct2022:

### **Quality Assurance validation specialist “Pharaonia pharmaceuticals-Borg Alarab”**

- Technical writing of validation documents (Risk assessment in process validation, validation plans, etc..).
- Follow up and control calibration plan for every calibrated item, instruments and utilities.
- Author, review, execute process validation protocols and validation summary reports and their archiving.
- Review IQ, OQ and PQ activities documents to assure their compliance to cGMP and required standards.

Jan2020-Jun2022:

### **Quality Assurance compliance specialist “Pharaonia pharmaceuticals-Borg Alarab”**

- Follow-up and witness production and packaging activities to ensure product quality.
- Ensure product proper labeling regarding identity & status to maintain product identity.
- Verify area cleanliness and clearance to assure compliance with GMP standards.
- Deviation and change controls: Documentation, communication and approval.

Nov2020-Oct2022:

### **E-Commerce Agent and Founder of Ann Cosmetics & Perfumes**

- Assisting with decisions about promotions such as discounted offers.
- Write and edit product content that will be published on e-Commerce page.
- Ensuring all product details are mentioned correctly.

Jun2017-Sep2019:

### **Customer Service “Brothers PS & lounge”**

- **Call Center Agent** that Handling Calls and handling outbound calls.
- Responding promptly to customer inquiries.
- Ensure customer satisfaction and provide professional customer support.
- Answering customer calls and reservation of rooms and scheduling of time that rooms are available.
- Provide service information to customers.

Jul2016-Jun2017:

### **Waffle chef and Cashier “Bubble waffles”**

- Prepare waffles for customers with their different types as in menu.
- Receiving payments and issuing receipts.
- Greet customers when entering or leaving the store.
- Cross-sell products and introduce new ones.

## **Education**

### **2014-2019 Bachelor of Science**

**Alexandria University**

Graduation year: 2019.

Major department: Chemistry.

Minor department: Physics.

CGPA: 2.34

Degree: Good.

## **Courses and Training**

### **2021-2022 Quality Management professional Diploma**

**Productivity & Quality Institute, Arab Academy for Science, Technology & Maritime Transport.**

TQM	ISO 9001
SQC	Excellence Model
Six Sigma	Project Management

- As an observer on **Internal Audit 2022 (ISO9001, 45000, 14000)** at Pharaonia pharmaceuticals, Audit on purchasing department (May2022).
- **Quality management system and internal audit ISO9001**  
On job training at Pharaonia pharmaceuticals (Apr2022).
- **ICDL Certificate of (ICDL)** from faculty of science (Jul2019).

## **Computer Skills**

CRM (self-study), Microsoft Office, Minitab, Photoshop.

## **Professional Skill**

- Can-do attitude.
- Excellent data entry.
- Competent use of PC.
- Communication skills.
- Work with multi-cultural.
- Passion to learn new things.
- Attention to detail and dependable.
- Superior listening and fast learning.
- Enthusiastic, empathetic, problem solving.
- Ambitious, proactive and professional approach.
- Work hard under pressure and deliver quality results on time always with a smile.
- Ability to effectively manage multiple tasks and priorities in a calm and structured manner.

## **Language**

**Arabic:** Native.

**English:** Excellent.

## **Additional Information**

- **Date of birth:** 7th December 1996
- **Gender:** Male
- **Location:** Dubai, United Arab Emirates
- **Nationality:** Egyptian
- **Military Status:** Exempted