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OBJECTIVE

A highly qualified and self-motivated management professional with a proven track record in Quality Management, seeking a challenging role in a dynamic organization to contribute accrued expertise toward the achievement of organizational objectives and personal growth.

ACHIEVEMENTS/PROJECTS

- ❖ Initiated the idea and assisted in the development of a new technique to monitor customers' satisfaction on run for ASPGulf.
- ❖ Emdad LLC(Oil and Gas industry) ISO 9001:2008, ISO 14001:2004 & OHSAS 18001:2007 Feb,2009
- ❖ Safe Water Chemicals(Belongs to Al Jaber Group) ISO 9001:2000, ISO 14001:2004& OHSAS 18001:2007 Sep, 2009
- ❖ Furnicon (Furniture Offices) ISO 9001:2008 Jan, 2009
- ❖ ASTRACO (Construction) upgrading the existing Integrated system to comply with ISO 9001:2008& OHSAS 18001:2007
- ❖ Telematics (telecommunication infrastructure) ISO 9001:2000 Aug, 2008 and will be upgrading it to ISO 9001:2008 on July, 2009
- ❖ ASPGulf (Web Hosting Services) ISO 9001:2000 Oct,2008 and will be upgrading it to be ISO 9001:2008 on Oct, 2009
- ❖ Karad (Logistics) ISO 9001:2008 Under Process for Certification
- ❖ At least conducted 10 internal audits for Numerous clients internally and externally

WORK EXPERIENCE

June.07- present

**Quality Manager, Senior Management System Consultant/ Trainer****❖ Quality Manager**

Designated quality manager / Management representative (MR) for ISO 9001:2008 certified group companies (Emdad oil and gas – Abu Dhabi, ASPGulf IT – Dubai, Telematics IT, Dubai, and Furnicon office furniture and space solution provider – Abu Dhabi).

The responsibilities are based on Plan, Do, Check, Act cycle (PDCA) to ensure fully compliance with the standards, customer's and companies requirements which includes but not limited to:

- Managing all quality related issues for the group companies;
- Document the new identified processes;
- Prepare the quality plans to avoid the conflict in the responsibilities;
- Plan and conduct in-house quality / excellence training courses for the employees as per the business requirements, to enhance the performance of processes and manpower.
- Process mapping and process reengineering for certified group companies using lean management were necessary;
- Continual maintenance of the documented Quality Management Systems and/or Integrated Management System;
- Assisting in investigating and reporting on customers' complaints;

- Ensuring the quality requirements of customers are met and the necessary inspection, tests or verifications are carried out satisfactorily;
- Determine the critical points that the service go through during its processes stages;
- Monitoring and evaluating the performance of the QMS's (main offices, projects sites and stores) to determine compliance with ISO 9001:2008, ISO 14001:2004 & OHSAS18001:2007;
- Conducting internal audit for group companies as per the standards ISO 9001:2008, ISO14001:2004 & OHSAS18001:2007 requirements.
- Conduct and prepare the Management Review minutes of meetings;
- Statistically analyze the customers feed back;
- Providing and managing a system of internal quality auditing;
- Assisting in defining, implementing and following-up Correction, corrective and preventive actions where deficiencies or potential non conformities are detected;
- liaison with certification bodies;
- Assisting internal group companies in developing and executing customer surveys (e.g. developed a new technique to monitor customers' satisfaction on run / day to day).

❖ **Senior Management System Consultant / Trainer**

- Qualify tatweer's clients to become certified companies against the international standards ISO 9001:2008, ISO 14001:2004 and OHSAS 18001:2007;
- Monitoring and evaluating the QMS's and its effectiveness for Tatweer clients;
- Report the performance of the QMS's to the top Management for review and action;
- Prepare a root cause analysis for any problem identified effecting the performance of the QMS's processes;
- Updating issuing and controlling the documents of the QMS;
- Liaison with customer and certification bodies;
- Design, develop and conduct training courses (in-house and public) for ISO 9001:2008, ISO 14001:2004, OHSAS 18001:2007, quality auditing, environmental auditing, quality objectives, quality documentation, emergency preparedness and response in order to enhance team members' and processes' performance and to minimize the risk of illness, incidents/ accidents and protecting the environment by prevention of pollution where possible;
- Conduct ISO 9001:2008, ISO 14001:2004 and OHSAS 18001:2007 gap analysis
- Assisting clients in preparing quality, environmental and health & safety Management Systems.

Sep.03 – May.07



Senior Authorization Officer

- Provide all voice authorization related services (more than 30,000 calls).
- Prevention of possible fraud/forgery on credit and debit cards in the merchants outlets.
- Direct interaction with merchants in UAE market to solve their daily quires and credit/debit cards verifications.
- Handling and solving merchants' queries regarding the POS machine and other issues related to the card authorization.
- Verification and authentication of credit/debit cards on our merchants outlets.
- Verification and authentication of suspected fraud cards with issuer banks.

- Processing of cards approval on FTS system.
- Verification and processing of referral requests received from merchants and our branches for VISA, Diners club and master credit cards.
- Handling customers' quires and issues.
- Operating telex and obtaining approvals from the issuer banks.
- Processing credit and debit card transactions cancellation.
- Processing of mail order authorization requests received from different merchants.
- Processing hot listing of debit and credit cards.
- Updating and maintenance of VAP (Visa Access Point) system for Visa and master cards.
- System trouble shooting and maintenance.
- Merchant updating on system.
- Process releasing amounts of MashreqBank credit and debit cards as per merchant, foreign banks or DBC's requests.
- Handling al calls from/to Visa and master card international.

QUALIFICATIONS

Sep. 04 – Apr. 06 The Australian University of Wollongong, Dubai Campus

Master of Quality Management

- Operations Management: Includes process mapping and layout designs, capacity planning and bottleneck management considering the theory of constraints.
- Statistics for decision making: In order to acquire techniques (e.g. Six Sigma) that determine and control quality of products and services mainly Statistic Process Control (SPC) to insure continual improvement.
- Quality assurance: Includes several methodologies for quality assurance in order to achieve the perfect performance for any process (e.g. ISO 9000 series EFQM and Dubai Quality Award).
- Implementing quality systems: Includes the key philosophies of Total Quality Management (TQM), fundamental aspects of the tools and techniques of Quality Improvement (QI) (e.g. problem solving, flow charting and creative thinking, and role that quality systems play in improving and maintaining quality.
- Service management: Designing service enterprise and managing service operations like managing projects and the waiting lines.

Oct. 99 – Jun. 03 Applied Science University, Jordan

B.A in Finance and Banking

Which mainly includes: Money and banking, financial mathematics, Islamic theory of finance, basics of investment and predict and financial analysis.

TRAINING AND CERTIFICATES

March.08 self and time management

Sep.07 ISO 14001:2004 introductory course and its internal auditing based on ISO 14001:2004 and ISO 19011:2002(Certificate)

June.07 Become an effective Management Representative in accordance with ISO 9001:2000(certificate)

June.07	OHSAS 18001:2007 introductory course based on British standard institute and its internal auditing based on ISO 19011:2002(Certificate)
June.07	Orientation training in accordance with CD1 ISO 9001:2008(certificate)
May.07	yellow belt of business excellence module from MLS
Jan.07	Project management professional: quality management (training)
Dec.06-Feb.07	Call center relation management (training)
Dec.06	Anti-money laundering (training)
Jul. 05	Practical Quality Auditing on ISO 9000:2000 series (certificate)

SKILLS

- IT Skills:
 - MS Power point, MS Word, MS Excel, MS Project & Igrafx Process.
- Quality Skills:
- Risk assessment, Researcher, Quality control, Business planning, Auditor, Establishing implementing and maintaining QHSE Management system(s) .
- Management skills:
 - Problem solving and decision making, Project Management, Team leadership (as evaluated by Tatweer & Mashreq Bank).
- Other skills:
 - Reporting, Business writing, Presentation skills, planning and organizing, Very good communications and interpersonal skills

LANGUAGES

Fluent in Arabic and English

OTHER INFORMATION

Nationality : Jordanian
Residence : Abu Dhabi, UAE
Date of birth : 6th Dec, 1981
Marital status : Married
Sex : Male

HOBBIES

Playing guitar, reading and swimming