

WAEAL AL SAIED ALTAHER

| Nationality: Sudanese - Date of Birth: 1991/12/1 |
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SUMMARY

My strength is in my diversity of information, skill, knowledge, experience, and exposure. I have the ability to manage and lead the team, work on the development of performance and add ideas to help it, the ability to deal with customers, and the ability to persuade

EDUCATION

High school: Scientific 2009 Grade 93% in KSA, Riyadh.

CERTIFICATES

Level 3 award in food safety management

Level 4 award in food safety management

HACCAP Certificate.

EXPERIENCE

- **Quality Assurance Supervisor (QA)**, Joffrey's Coffee, Al Ghazzawi Group Company KSA, DAMMAM.
Dec 2020 up to Now

Handle the role of QA supervisor, auditing Joffrey's KSA (Aramco, Jeddah, Riyadh & Dammam) stores to ensure quality service and food safety implementation.
Testing & auditing the quality of serving products (daily) of Food or Beverages
Enhance & develop store operation SOP
Rating store provenance on a monthly basis
Safety and training officer in Aramco Joffreys stores, make monthly plans and monthly training completion, Weekly tool box talk with staffs, monthly planning and inspection calendar

- **Quality Assurance Incharge (QA Incharge)**, Greenberry's coffee, Alkhaleej Training, and Education Company KSA, Riyadh.
Feb 2019 up to Dec 2020

Handle the role as QA Incharge to maintain the the F&B quality in branch to execute it as to standards of the Greenberrys, take care of customers feedbacks and complains and make development, execute training programs to employees to follow the company policies in customers services, products standards, follow up with branches to execute the daily, weekly & monthly reports.
Executing the brand-new projects and support the concerns department.

- **Quality Control Supervisor (QCS)**, dr.CAFE Company KSA, Riyadh.
Sep 2013 up to Dec 2018

Handle the role as QA supervisor and execute the giving KPI, Ensure company business models (are correctly and responsibly implemented,
Handling investigation inside the company in any case,
Attend the internal HACCAP training program
Auditing dr.CAFE stores to ensure quality and food safety implement.

To be the communication channel between other departments and outside clients in QA-related work,

Testing & auditing the quality of serving products (daily) of Food or Beverages to ensure serving drCAFE guests with high-quality drCAFE products, and contacting food suppliers for any product quality issues and make sure to fix them.

Worked as Call Center Supervisor and communicated with the company guests for an issue or complain and ensure that guests will be satisfied with the service,

Attending a meeting with the guests for any severe issues and fixing them immediately. I was handling the dr.CAFE company social media account to communicate with the guests and answer their questions.

As additional tasks were supporting the catering department in case of event visiting sites and communicating with the Clients.

- **Assistant Manager**, (M2 Telecom) KSA, Riyadh.
Sep 2011 – Jan 2013

I worked as an assistant manager in the maintenance department in order to execute the manager plan to execute the phones prepare to time and communicate with clients for any delays or to get more information.

Getting a quotation for the maintenance department supplies and preparing for the payment.

- **Information Researcher**, Lian AlWoroad KSA, Riyadh.
Jan 2013 – July 2013 as of part time.

I worked as information researcher Real Estate Research Department

SKILLS

Computer: Excellent

Microsoft Office programs: Work with all Microsoft Office programs (Excel, Word and PowerPoint).

Other: Good communicator with outside clients for any working related

Goals

The firm desire to work in private companies because it is agree with my future vision and ambitions. Providing the hard work that helps me in the advancement and rise of the career ladder