

## Personal Details:

- **Name:** Emad Farouk Abd El Hamid
- **Full Address:** Heliopolis, Cairo, Egypt
- **Date of Birth:** 30/11/1970
- **Mobile Number:** 00201284835000
- **Military Status:** Exempted from military service
- **Marital Status:** Married
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## Objective:

It is a pleasure to apply for one of your vacancies. I hope to join the staff of your esteemed organization. My objective is to work together as a unified team to maintain the high-quality level provided to your clients.

## Education:

- **B.Sc. in Agriculture (Food Science - Dairy Milk) from Ain Shams University.**
  - Graduation Date: 1992
  - General Degree: GOOD
  - Graduation Project: Excellent
- **Diploma in Total Quality Management & Implementation of ISO 9000, 14000, Six Sigma from the American University in Cairo (A.U.C). Conducted certain projects in the field of Fast Food for graduation, focusing on:**
  - Decreasing the faulty bread percentage.
  - Conducting home delivery.

This led to the improvement of the production process and the overall quality.
- **Certified Food Safety Auditor from Q.S.A (Quality Society of Australasia).**
- **Training Course in Egyptian European Management Development Center (EEMDC) affiliated to I.M.C. on Quality Control in Factories.**
- **Training Course in Agriculture – Led Export Businesses (ALEB) on Hazard Analysis & Critical Control Point (HACCP).**
- **Effective Communication Skills (DALE CARNEGIE TRAINING).**

## **Experiences:**

I have over 30 years of experience in the field of Quality Management. I have held various positions, starting from Quality Control Engineer to supervisor in the Quality Control department, Deputy Manager, and finally Manager of Total Quality. I have worked for several major food companies in Egypt and the Gulf area.

### **Egyptian Italian Date Liquid Sugar Limited Co. - General Manager in Egypt** (2014- Present)

#### **Responsibilities:**

- Develop and implement the company's strategic direction and long-term goals.
- Oversee day-to-day operations, ensuring efficient production processes and adherence to food safety regulations.
- Manage financial performance, including budgeting, cost control, and profitability.
- Build and lead a high-performing team, including hiring, training, and employee development.
- Develop and execute sales and marketing strategies to drive revenue growth.
- Ensure high levels of customer satisfaction and maintain strong customer relationships.
- Ensure compliance with food safety, health, and regulatory requirements.
- Identify and pursue new business opportunities and partnerships.
- Provide regular reports to senior management and communicate effectively with stakeholders.
- Manage risks and develop contingency plans for business continuity.

### **Sara Foods (dairy products) - General Manager in Egypt** (4/1/2013 - 3/3/2014)

#### **Responsibilities:**

- Supervising employees, hiring, and firing.
- Establishing good relationships with everyone to manage people effectively.
- Maintaining operating costs below budget expectations.
- Overseeing day-to-day operations and assigning performance goals.
- Recruiting and training high-performing employees.
- Maintaining project timelines and implementing budgetary plans.
- Delegating responsibilities to qualified employees and enforcing policies.
- Resolving internal staff conflicts efficiently.

## **Al Romansiah Co. (Fast food chain) - Total Quality Manager in Riyadh**

(1/10/2009 - 25/12/2012)

### **Responsibilities:**

- Implementing the Program's Quality Plan and monitoring QA team activities.
- Collaborating with Training, Operations, and Clients to ensure CSR and Program quality.
- Developing strategies to enhance CSR skills and competencies.
- Monitoring individual team members' progress and recommending performance action plans.
- Ensuring CSRs meet quality standards.
- Providing guidance to new hires and less experienced staff.
- Attending meetings and contributing to internal and client discussions.
- Providing quality trends and recommendations for up-training.

## **Tomato's Street Co. (Fast food chain) - General Manager in Egypt**

(1/7/2004 - 1/6/2008)

### **Responsibilities:**

- Hired, trained, coached, and mentored staff to ensure smooth business operations and promote a team environment.
- Reviewed processing schedules, production orders, and inventory requirements.
- Coordinated inventory, invoicing, accounts receivable, and cost control programs.
- Selected and maintained equipment.
- Handled customer challenges effectively.
- Liaised between customers and performed internal reporting and analysis.

## **EgySwiss Co. (Meat & poultry products) - Quality Manager in Egypt**

(1/4/2004 - 30/6/2004)

### **Responsibilities:**

- Understood customer expectations and developed quality control processes.
- Designed product specifications and ensured compliance with legal and safety standards.
- Supervised staff and monitored production standards.
- Examined the quality of raw materials and evaluated internal production processes.
- Ensured the final output met quality standards.
- Engaged with customers and gathered product feedback.
- Produced statistical reports on quality standards and reported to upper management.
- Improved production efficiency and managed waste.

**United Company for Food (Mo'men group) - Lab Coordinator in Egypt** (1/1/1999 - 27/3/2004)

**Responsibilities:**

- Initially appointed in the Quality Control section and later worked in various sections of the factory.
- Managed HACCP system, cleaning, and sanitation.
- Conducted microbiology and chemical tests to ensure product validity.
- Coordinated with different sections, including operation, salad, hot, dry and cold warehouses, and bakery.
- Created a database for the Lab.

**ALSharqia Foods Industry (dairy products) - Deputy Production Manager in Egypt**

(1/6/1997 - 25/12/1998)

**Responsibilities:**

- Planned and organized production schedules.
- Assessed project and resource requirements.
- Ensured health and safety regulations were met.
- Oversaw production processes and quality control.
- Managed the repair and maintenance of production equipment.
- Liaised with buyers, marketing, and sales staff.
- Supervised and managed the work of junior staff.

**Sema Food Industry (Hard and soft sweet) - Quality Engineer in Egypt** (9/4/1993 - 29/8/1995)

**Responsibilities:**

- Developed and implemented quality standards and control systems.
- Monitored and analyzed quality performance.
- Inspected and tested materials, equipment, processes, and products.
- Collaborated with operations managers to improve controls and troubleshoot issues.
- Ensured compliance with safety regulations.