



Fatima ezzahra  
CHARKANI

## Contact details

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## Skills

Active listening, Teamwork, sense of analysis, synthesis and innovation  
SAP MM, GMAO, GPAO, CATIA, AutoCAD, Quality Management System (QMS), standards: 9001v2015, AFNOR  
Project management, scheduling, Supply Chain Management (SCM), LEAN, Continuous Improvement  
Lean manufacturing, Performance optimization, Expertise in troubleshooting [problems]  
Creative approach to problem solving, Lean Manufacturing tools, Process mapping, Production flow management  
6 sigma Quality Approach (DMAIC), Value analysis, Demand management, Control of process variability, Problem solving, Animation of a working group

## Languages

Arabic : Native  
French : Fluent  
English : Proficient  
German : A2 level

# Supply Chain Engineer Lean & Continuous Improvement

Holder of an Engineering Diploma in Industrial Engineering from the National School of Electricity and Mechanics (ENSEM) Casablanca, keen to get involved and improve business results

Reactive, attentive and innovative I am seeking for a new opportunity as a coordinator by setting up interface relationships with all departments to improve processes.

## Education

**Sept.2010- June.2013 – Industrial Engineering** Ecole Nationale Supérieure d'Electricité et de Mécanique (ENSEM) - Casablanca  
I've learnt a lot of things in terms of engineering and problems resolution methods. Also I've acquired new skills to contribute to the development and the continuous improvement of a business.

**Sept 2018 – June 2010 – Maths, Physics and Industrial Science** CPGE Moulay Driss - Fez

High qualified studies to integrate an Engineering college.

Intense Philosophy, Chemistry, Mathematics and Physics program to achieve a high level of analysis skills.

## Work history

**December 24th 2018 up today: Customer Care Manager**

- This opportunity helped me to develop my communication skills and my automobile knowledge.
- I improved my English speaking and listening skills by interacting with native speakers from all over the UK.

**February 11th 2018- April 19th 2018 : Technical University of Munich (TUM)**

Subject : LEAN SIX SIGMA  
Certified Training

**February 2013- July 2013 : FORMAFRICA, Precast concrete**

- Construction knowledge
- Enhance my analysis and problem-resolving skills
- Interacting with different departments : Manufacturing – Quality – After-sales – Marketing and Sales
- Applying the System Quality Management
- Reviewing production schedules, processes, specifications, and related information.
- Designing production processes that maximize efficiency and reduce waste.
- Developing and implementing process improvements and technological upgrades.
- Designing control systems to optimize cost and production issues.
- Preparing material and equipment lists, purchase orders, cost analyses, and estimated production costs.
- Training staff for new processes and providing instructions and manuals.
- Managing process documentation and preparing production reports.