

# Walaa Alsini

## About Me

Highly qualified Process Improvement Manager equipped with sales and customer service management experience, skilled in identifying and capturing opportunities to accelerate expansion, increase revenues, and improve profit contributions in a highly competitive industry. A proven leader with experience in building and leading effective teams that continuously improve processes and procedures to increase productivity while decreasing waste. Seeking to secure a position where I can utilize my experience and knowledge as well as leadership and teamwork skills to provide management solutions.



## Achievements

- ♦ Creating the engineering drawing department for women | 2013 Hidada Co.
- ♦ Creating standards and certificates department in 2020 for Napco Company
- ♦ Getting an integrated management system certificate (ISO9001, ISO45001, ISO14001) in 2021 for Napco Company



## Education

**Bachelor Degree in Business Administration | 2020**

**Saudi Electronic University**



## Experience

**Process Improvement Manager | July 2020 Till Present**  
**Napco Company**

- ♦ Manage short, mid, and long term activities and establish parameters from a technical standpoint
- ♦ Manage projects and require personnel utilizing PMI tools and best practices from project initiation to close down
- ♦ Develop project plans and project status reports, manage the team and resolve day-to-day issues
- ♦ Manage safety by overseeing OSHA safety programs and policies, training, incident and injury investigation, and proactive safety initiatives
- ♦ Implement standardized work, KPI management, and quality framework for daily floor management and aid in continuous improvement activities.
- ♦ Apply an audit vision that effectively promotes accountability, transparency and integrity in the use of public resources
- ♦ Consider Voice of the customer (VOC) which evaluates the customer experience that focuses on customer needs, wants, expectations and preferences



## Contact



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**Walaa Al-Sini**



## Skills

- Process Improvement
- Customer Service
- Employee Productivity
- Supply Chain Logistics
- Inventory Management
- Risk Assessments
- Business Development
- Health and Safety
- Quality Control
- Cost Assessments
- Project Management
- Result Oriented
- Research Skills
- Problem solving.
- Microsoft Programs.
- Attention to Details.
- Decisions Making.
- Time Management.
- Team Management.

## **Marketing Research Manager | Oct 2019 - July 2020**

### **Napco Company**

- Interface between market research and business analytics to synthesize internal database information
- Display commitment to high-quality cost-effective and timely research
- Work closely with marketing division staff to design and evaluate marketing campaigns
- Develop and execute customer opinion studies and quantitative and qualitative market research studies
- Research and develop customer retention strategies
- Develop sampling plans and perform statistical analysis on time series regression

## **Procurement Specialist | Mar 2017 - Sep 2019**

### **Hidada Co.**

- Identify suppliers of goods and services
- Negotiate terms with suppliers such as price, quality of goods, deadlines, expectations, etc.
- Liaise with suppliers and project managers regarding updates and details of goods
- Create purchase orders and tally these with supply requests and orders
- Analyze invoices to ensure accuracy of goods delivered
- Monitor inventory to ensure the flow of goods remains positive
- Attend meetings with the legal department to ensure any contractual obligations are favorable to the company
- Work closely with the projects team to understand details of procurement requirements

### **Hidada Co.**

## **Quality Assurance Officer | Dec 2016 - Mar 2017**

## **Project Leader | June 2015 - Nov 2016**

## **Senior Detailer – Supervisor female section | 2013 - 2015**

## **Detailer | June 2010 - June 2013**

## **Underwriter | Mar 2007 - Jan 2010**

## **Golden Fidelity Co. - Arabian Malaysian Takaful Co.**



## **Courses**

- Integrated Skills of Quality Management and Organizational Excellence | 2021
- Developing the Consultant Skills of the Quality Management System and Institutional Excellence | 2020
- Adoption of “Risk Based Thinking” Model to Meet ISO 9001 | 2011
- General Industry Safety and Health | 2020
- Mind Bridge NLP Trainings | 2015
- Finance for Non-Finance Professionals | 2015
- Overview of ISO 9001:2015 and ISO 14001 | 2015
- Effective Communication and Supervisory Skills | 2013
- Tekla Structure Advanced Training for Steel Detailing | 2012 - 2013
- Saudi Building Code(SBC), and Uniform Building Code | 2013
- Metallurgy | 2013
- Culture of Telework Administratively | 2020
- Communication Methods in the Workplace | 2020



## **Honoring**

- Employee of The year in 2014