

FATEMA ALSARI

BUSINESS EXCELLENCE MANAGER

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A Eastern Province,
Saudi Arabia

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OBJECTIVE

Detail-oriented Professional with extensive process and business analysis skills.

Managing the Customer Database & relationship through SFDC including customer complaints. Enhancing the process and collaboration across all Function according to lean principles.

Managing the Quality Management System in compliance with ISO 9001:2015.

EXPERIENCE

Sep 2019 - Present

Business Excellence Manager, Quality & Business Excellence, Endress+Hauser Group.

Dec 2018 - Aug 2019

CRM & Customer Support Manager, Endress+Hauser Group

Sep 2017 - Dec 2018

Sales Assistant, Endress+Hauser Group

As part of the local Management team I am responsible for Process Enhancement from Quote to Cash and monitoring Customer Satisfaction & Customer Complaints. Setting the Quality Policy and Quality objectives according to the company strategy. ISO certification is part of my responsibilities including internal audits.

COMMUNICATION

- Presented Endress & Hauser at Calibration and Training Center Inauguration
- Represented Endress & Hauser Arabia at The Annual Quality Management Meeting in Milano.
- Conducted several workshops Lean culture and Complaint Management internally.

LEADERSHIP

Project Lead in the Fulfillment Process Enhancement Project.

EDUCATION

DePaul University
Chicago, IL, USA

Master of Science, Information Systems; Business/ System Analysis, GPA 4.0/4.0

2012 - 2013

Coursework focused on Business Modeling, IT Project Management, IT Financial Analysis, Database Design, Enterprise Systems, System Design and Implementation, and Financial Accounting.

KEY SKILLS

- LEADERSHIP
- PROBLEM SOLVING
- BUSINESS PROCESS MANAGEMENT & IMPROVEMENT
- QUALITY MANAGEMENT SYSTEMS
- PUBLIC SPEECHING
- PROJECT MANAGEMENT

AWARDS

- GRADUATED WITH DISTINCTION

Project Lead in the Forecasting Improvement and Measurement Project.

LICENCES AND CERTIFICATION

ISO 9001:2015 FOUNDATIONS COURSE- QM - Quality Management Systems -Advisera Expert Solutions Ltd, CERTIFICATE NUMBER: 9F-01601

Quality Management System Internal Auditor Training Course (1867) Based on ISO 17025:2017 - RICI Company, CERTIFICATE NUMBER: 05160

Quality Management Systems (ISO9001:2015 Requirements) – BSI 3146544/181055-218920

Management Systems Auditing (ISO 19011:2018) – BSI 3146544/181222-218920

Leading Management Systems Audit Teams (ISO 19011:2018) – BSI 3146544/181544-218920

REFERENCES

Mohamed Abdellah
General Manager | Endress+Hauser Egypt
Mohamed.Abdellah@endress.com

EDUCATION

The University of Auckland
Auckland, New Zealand.

Bachelor of Arts, Economics & Education

2008 - 2011

Research focused on problem solving self-concept differences between university faculties' students, Observational study for students' and teachers' behavior in classrooms. Analyzing the financial crises in 2008 from an economical perspective.

KEY SKILLS

- FINANCIAL ANALYSIS
- RESEARCH

AWARDS

- SENIOR SCHOLAR AWARD