

SALLAM THABET

CUSTOMS BROKERAGE BUSINESS DEVELOPMENT MANAGER

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Toronto, ON

EXPERIENCE

Contract - Customer Experience Specialist

TTEC

07/2020 - Ongoing Montreal, QC

- Established SOP's to reduce standard call time
- Led my team in Sales, Customer Satisfaction
- Designed processes for Customer Satisfaction to an 98% average survey result.
- Resolved almost all technical issues and possible future issues for customer

Project Manager - Operational Engineer

Portland State University

01/2015 - 08/2016 Portland, OR

- Maintained 95%-100% delivery time and a PPM well below industry standard
- Re-engineered method of transferring data which reduced time to complete task by 80%
- Factory efficiency raised up to 65%

Industrial Engineer

Hayel Saeed Anam

2014 - 2014 Taiz, YMN

- Implemented Data Analytics and Forecast Modeling within the Dairy Production
- Decreased wasted products by 18%
- Completed an overall analysis of maintenance systems within the Soap & Ghee Facility
- Developed comprehensive maintenance plan, which reduced machine failure by approximately 25% and an increase in operational efficiency by 12%.
- Spearheaded the development of a Forecasting and Production model to manage waste throughout the whole Industrial Division

Entry-Level Industrial Engineer

i-Ten Associates

2005 - 2006 Portland, OR

- Implemented 5S initiatives in 24 manufacturing supermarkets across 2 production facilities
- Developed new macro project forecast program that identified future projects viability.
- Spearheaded time and efficiency study for employee performance
- Increased Efficiency from 67% to 78%

INDUSTRY EXPERTISE

Team Work

Team Management

EDUCATION

M.S. in Engineering Management

Portland State University

Industrial Engineering and Management

Oregon State University

LANGUAGES

English

Native



Arabic

Native



ACHIEVEMENTS



Cost Saving & Sales

Delivered more than 500k annually in savings.

Top performer in Sales & Customer Satisfaction.



Increased Operational Efficiency

Improved process efficiency by 12% in 2 year with capacity increased 150%

SKILLS

Certified

Lean Six Sigma Green Belt

Project Management

Microsoft Office Suite

SKILLS

Experienced

Time Study Practices

Microsoft Projects

UX Analysis

Data Analysis

Kizen

TRAINING / COURSES

Portland State University

Enterprise software solutions including
Enterprise Resource Planning, Data
management, Business interactions and more