

Accomplished, dedicated professional with demonstrated success in operations management, industrial engineering, project management, supply chain, logistics, and customer satisfaction within diverse sectors and markets. Expertise lies in business process improvements, project planning, and implementation. Flexible and adaptable with exceptional interpersonal and communication abilities to foster change and incorporate innovation and implement strategies throughout all levels of the organization. Proficient in Windows OS, Mac OSx, MS Office (Word, Excel and PowerPoint), JavaScript, HTML, CSS, MongoDB, MySQL, Craft Facility design, Factory Optimization research, Microsoft Projects, and Visio. Fluent in English and Arabic.

Areas of Expertise include:

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|----------------------------|--|---------------------------------|
| ▪ React | ▪ Project Management | ▪ Logistics and Supply Chain |
| ▪ ExpressJS | ▪ Operations Management | ▪ Business Strategies |
| ▪ Database Design | ▪ Quality Control | ▪ Resource Planning |
| ▪ NodeJS | ▪ Production Planning | ▪ Analysis and Forecasting |
| ▪ Font End Web Development | ▪ Strategic Planning | ▪ Scheduling & Forecasting |
| ▪ Back End Web Development | ▪ Operations & Production Planning & Control | ▪ Business Process Improvements |

Professional Experience

DB Schenker • Toronto, Ontario • 2021 - Current

BUSINESS OPERATION SPECIALIST

Utilized data and technology to analyze patterns and forecast future trends to make informed business decisions.

Key Accomplishments:

- Cleared shipments as a custom broker
- Cleared and processed Carnet's
- Developing an Efficiency study for production team

TTEC • Montreal, Quebec • 2019 - 2021

CUSTOMER EXPERIENCE SPECIALIST (VERIZON)

Worked on the Verizon team to provide the best possible customer service towards customer by providing solutions towards any issues they may have when they contact us.

Key Accomplishments:

- Established call workflow SOP's to provide optimal customer service.
- Provided company with increased loyalty and value in the eyes of the consumer with a customer based obsession in problem solving.
- Helped educate customers on self-serve methods such as online and application solutions to help reduce any need towards calling in,
- Increased value in brand by offering service solutions as sales.
- Resolved any technical issues customers have or may have.

Sallam Thabet

Portland State University • Portland, Oregon • 2015 - 2016

PROJECT MANAGER / OPERATIONAL ENGINEER

Researched and developed the key tasks that project managers implement in managing highly advanced engineering projects. Identified different tasks, tools and methods while coordinating with a team to publish possible solutions towards issues that might arise in such projects.

Key Accomplishments:

- Identified and defined the different project selection methods as well as best possible tools and approaches to achieve a project successful completion.
- Provided strategic analysis of different projects and a feasibility study to best analyze the proper approach and during planing.
- Coordinated with different team members to establish the best possible outcome to the study of highly engineering projects.
- Identified the different risks involved in the project and developed possible management solutions after researching the different approaches.

HAYEL SAEED ANAM (HSA) • Yemen • 2014 - 2015

INDUSTRIAL ENGINEER - YEMEN INDUSTRIAL DIVISION

Led the day to day process and production aspects of a manufacturing facility for HSA (a large multi-national corporation) including forecasting, maintenance processes, business and operational process improvements, and support of the sales and marketing department.

Key Accomplishments:

- Developed and implemented strategic analysis and business processes for the dairy division new and existing associates in areas such as policies and procedures, merchandising, stock rotation that resulted in improved purchase order forecasting and significantly less waste.
- Created and initiated a production forecasting model in collaboration with the marketing & sales department identifying an optimal maintenance program to maximize efficiency and minimize downtime.
- Identified and implemented machine operational processes and maintenance procedures that reduced machine failures by more than 25%, resulting in a saving of %12 in operational costs annually within the Oil & Gee production facilities.
- Spearheaded the development of a Forecasting and Production Plan that would result in the development of a generic Non-Linear Optimization model to help reduce maintenance costs and waste produced of manufacturing by 15% throughout various facilities within the company.
- Spearheaded overseas logistical operations in raw material acquisitions.
- Developed SOP's for on-time delivery and logistical support FILO & FIFO models.

i-TEN ASSOCIATES INC. • Portland, Oregon • 2012 - 2013

OPERATIONS ENGINEER

Provided production planning and operations support including forecasting, business process improvements, resource management, and business development strategies.

Key Accomplishments:

- Created a forecast model that would optimize work capacity as well as manage resources for future production capabilities.
- Developed a forecast model for employee scheduling utilizing Production Planning and Forecasting Modeling.
- Provided strategic analysis for the Research and Market Development department documenting ROI and feasibility of 3-D Laser Scanning and Building Information Modeling (BIM) within the manufacturing facilities.
- Developed strategic business analysis and forecasting processes to test future business and market opportunities.

Education & Credentials

Certification in Full Stack Web Development

UNIVERSITY OF TORONTO, Toronto, ON

Masters Degree in Engineering and Technology Management – Graduate Certificate in Project Management

PORTLAND STATE UNIVERSITY, Portland, OR

Bachelor of Science in Industrial Engineering – Minor in Business and Entrepreneurship

OREGON STATE UNIVERSITY, Corvallis, OR

Publications:

Rahman, Nayem, Alexis Whittman, and Sallam Thabet. "Managing an Engineering Project"

International Journal of Information Technology Project Management (IJITPM) 7.1(2016)