

WESSAM OSMAN

Dubai, United Arab Emirates

Visa: Tourist Visa

Mobile: +971522256616

Mail: elnakkib@gmail.com

Linkedin:

<https://eg.linkedin.com/in/wessam-osman-03406762>

Personal Summary

I am high efficient, methodical, talented and Quality Expert with considerable experience for developing and implementing effective integrated management systems, operational quality control processes, and structures. Possess a good understanding of the essentials of safety and quality. **Strong experience customer service.** Supporting all levels of management & working to set schedules and achievement deadlines. I am looking for new challenges, which allow me to be part of successful management team and continue developing my knowledge and potential.

Language Skills:

Arabic Mother Tongue

English Fluent

Russian Fluent

Personal Skills

Multi language skills

Multi culture work environment.

Time management

Ken eye on details

Areas Of Expertise

- **Administration**
- **Quality Assurance**
- Quality Auditor
- Operational effectiveness
- Quality Control
- Quality Management Trainer
- **Customer Relation & services**
- Hotels& Resorts management
- **Food Safety**
- Health & safety
- **Sales**
- Printing and design

Computer Skills:

- **MS Office.** Outlook – Word - Excel – power point.
- **MS Visio**
- Windows 95, 98, 2000, XP.,7
- OTIS (travel agency's operation system)
- Eagle Eye (travel agency's reservation system)
- Fidelio 8 - 7.13. - 6.20 - 24
- Room Master 2000 (for hotels(Hotel Management System .
- Photoshop (Graphic Designer(
- Coral Draw (Graphic Designer(
- **Minitab 16**
- Internet Explorer & internet Search.

Driving License

Yes - Egyptian

Professional Skills:

- Excellent Time management
- Planning, follow up process
- Quality control
- **Train employees**
- Reporting
- **Problem solving**
- Process Control
- **Project planning & implementing**
- **Food Safety**, GMP, (FSMS Auditor /Lead auditor), HACCP, Hygiene.
- **QMS** Auditor /Lead auditor, Audit planning,
- CAPA reporting, Action plans monitoring.
- **CRM**, ISO 10002:2014.
- Organize and lead Tour Groups MICE Groups.

Projects

1. ISO 9001:2008 Set up, Trainer, Implantation
2. ISO 1002:2014 Setup, Trainer, Implementation
3. QDMS implementation
4. Pre-contract supplier control and evaluate against Food safety, Health & Safety. (Excursions suppliers).
5. Hotels & resorts Audit and evaluate against Food safety, Health & Safety and service standard. (120 Hotels & Resorts from deferent category)

Qualification:

- **Bachlore of Commerce Financial and Audit** - Ain Shams University
- **Quality Management System foundation and awareness based on requirement of ISO 9001:2008**
(BUREAU VERITAS)
- **Total Quality Management System process principles and techniques**
(BUREAU VERITAS)
- **Internal Auditor Quality Management System** (Based on ISO 9001:2008)
(BUREAU VERITAS)
- **Lead / Internal Auditor ISO 22000 Food Safety Management System**
(ESENEK)
- **Organizational communication and Team Work**, In-Service competency development Program
(OTI Holding)
- **Customer satisfaction internal auditor - Guidelines for complaints handling in organizations**
(Based ISO 10002:2004)
(QUALITY INSTITUTE)
- **Lean and Six Sigma** (Green belt)
(SKILL HOUSE)
- **First - Aid**

Ministry of Health & Population – Hurghada, Red Sea

Experience

September, 2009 –
Present

Odeon Tours Inbound Egypt OTI Holding

QA/ QC (Quality System – Quality services - Call center – Guest Pleasure (CRM)

Responsible for maintain all aspects of integrated quality management. Supervising all regulatory compliance activities and helping to enforce quality assurance policies and best practice principals including health & safety, design, production and inspection.

QA Responsibility

- Implement ISO 9001:2008
- Implement ISO 10002:2004
- Monitor and Measure the PPM, BSC
- Train staff and help managers for QMS ISO 9001:2008 (400 employees multi nationals)
- Maintain and follow-up databases QDMS
- Write, revise and review document
- ISO 9001:2008 QMS Auditor and analyst
- ISO 22000 FSMS Auditor/Lead.

QC Responsibility

- Setup and implement QC plans.
- Follow product (service) quality and overall impact on business.
- 2nd party suppliers inspect and control (hotels, excursions suppliers and transport supplier)
- Control and inspect staff performance
- Isolate and report NC products and analyse root cause of NC's
- Maintain and follow-up QC database
- Quality Inspector

Customer Relation Responsibility

- Customer satisfaction, Handle guest complaint / request.
- Handle huge data survey (over 50000 survey cards weekly) collection, database preparation, statistics & analysis and report to related departments.
- Call Centre process activity control, measure and evaluate for customer complaints and requests.
- Quality services – Call center – Guest Pleasure (customer complaints & request system).

October, 2007 till
August, 2009

MOSTravel (TUI Russian)

Hotel Guide – Holiday Assistance Rep.

(Customer Service & Travel Consultant & coordinator)

- **Customer relations and services.**
- Extra services sales (**First target**),
- Organize requests and manage their satisfaction nether handle complaints.
- Responsibilities for Guest pleasure.

September, 2006 till September, 2007	TEZTOUR Egypt Excursion tour Guide - Tour Assistance Rep. (Customer Service – Tour guide) <ul style="list-style-type: none"> • Joined and leaded groups of tourists during excursion process. • Report the excursion process. • Customer relation and service. • Problem solving, • Check and follow health & safety issues to assure customer safety.
July, 2005 till August, 2006	Diamond Resort 5* - Golden 5 Hotels & Resorts Front Office Team Leader (acting Night Manager) <ul style="list-style-type: none"> • Monitored and managed front office activities and staff (Check In / Check Out - reservation - conferences - extra services - customers' requests / complaints). • Responsible for organizing and training front office staff, • Prepare daily forecast, • weekly staff schedule, • Revised and monitored shifts and reports, prepare amenities for V.I.P., • Rooms inspection, • Problem solving and complaints handling. First line Customer Service.
From October 2004 till June, 2005	Golden Beach Resort 5*- Radisson SAS Guest Service Agent (Receptionist) (Soft Opening) <ul style="list-style-type: none"> • Responsible for organize and front office, • Customer Service. • Coordinate, provide their requests and manage their satisfaction nether complaints or information. • Check in / check out process, excellent telephone manner Service.
August, 2003 till September, 2004	Kahramana Resort 5* Marsa Alam - BALBAA group Front Office Receptionist (Customer Service – Guest information Service) <ul style="list-style-type: none"> • Customer Service. • Coordinate, provide their requests and manage their satisfaction nether complaints or information. • Check in / check out process, excellent telephone manner.
October, 2002 till July, 2003	EL TABIA HOTEL *** Hurghada Front Office Receptionist (Customer Service – F.O. Team member) <ul style="list-style-type: none"> • Customer Service. • coordinate, provide their requests and manage their satisfaction nether complaints or information. • Check in / check out process, excellent telephone manner.
October 1997 till September 2002	Art Beat Advertising Graphic designer team leader and Administrator <ul style="list-style-type: none"> • Responsible for create new and amend product designs. • Follow printing production process (Banner, Brochure, fliers, business cards, block-notes and packaging boxes) • Check products quality • Prepare quotations.