



Osama Khaled Ismail Murouj

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Objective

10 years experience in the food & Beverage field to bring my strong sense of dedication, motivation and responsibility to your esteemed company, utilizing the skills qualifications I have gained through my work in international companies

Work experience

Al-Mara Trading Company "Riyadh-Ksa"

Jan 2022 — Present

Senior Quality Controler

Responsibility :

- Responsible for all quality, hygiene, food safety and evaluation works in the company's shop and preparing monthly and weekly reports on them.
- Preparing a short-term (3 months) and long-term (more than a year) development plan, explaining the department's goals, aspirations, and development work steps with quality and efficiency.
- Determine quality requirements and identify raw materials with suppliers.
- Monitoring food packaging materials and ensuring their health safety and compliance with the quality requirements of the Food and Drug Authority.

Achievements :

With my efforts and the efforts of the staff we increased the percentage of sales in the company exhibition and received a direct appreciation from the company's manager in this regard

Diplomat Restaurant & Cafe "Riyadh-Ksa"

Sep 2019 — Sep 2021

Asistant Manager

Responsibility :

- Coordination of tasks within the restaurant in the part related to dealing with customers and the part related to preparation and processing.
- Seeking to provide a distinguished service that helps to gain customer satisfaction.
- Dealing with customer complaints and providing appropriate solutions.
- Reviewing and improving the quality of products periodically.
- On shifts and arranging vacation dates.
- Evaluating employee performance and providing feedback to improve productivity.
- Estimating future needs for goods, kitchen utensils and cleaning products.
- Ensuring the implementation of health and safety procedures.
- Providing the best mental image of the restaurant to customers and suggestions that help in continuous improvement.

Achievements :

I noticed a weak demand for one of the products.. The best way i use it to improve the quality of the product was to involve the potential customers in the production process by asking them what they like most about the product and how

this product can serve them.. This had the full effect of significantly

Amman Rotana Hotel

Feb 2017 — Mar 2019

HSEQ Coordinator

Responsibility :

- Previewing problems and errors in products, knowing the causes, and trying to find solutions.
- Send reports of all problems encountered by the products to the department manager.
- Preparing recommendations for training programs required for workers who reduce product.

Achievements :

Holding a seminar and training 45 employee A food preparation workers in the effective handling of food preparation tasks, food safety and quality assurance systems.

Loyalty Support Services "US Army"

Jan 2013 — Jan 2017

Quality Officer

Responsibility :

- Complete training for all kitchen workers in the field of food safety.
- Monitor the quality of the materials used and their expiration date before using them.
- Responsible for the availability of all materials necessary for operational operations in quantities commensurate with the volume and nature of work for each department, and for monitoring the consumer and the damaged and culling them according to the regulations followed.
- Monitoring food packaging materials and ensuring their health safety and compliance with the quality requirements of the Food and Drug Authority.

Achievements :

Food and Beverage services were handled for 3 different events at the same day and all progressed without a single problem

Union Company Food Catering

Jan 2012 — Dec 2012

Public Health Inspector

Responsibility :

- Follow up on the specifications of the facility, such as lighting, ventilation, type of tools, etc
- Supervising the cleaning and disinfection of tools and equipment
- Ensure the quality and validity of products from supplier .

Achievements

I noticed a decrease in the quality of vegetables and fruits for the main supplier.. and I got the services of a local vegetable supplier, whose products are of high quality and at a wholesale price, which saved \$ 1000 per month from the budget of the restaurant .

Marka Specialty Hospital

Nov 2009 — Sep 2011

Nurse

Qualifications

- Certified Nurse from the Profession of the Jordanian Ministry of Health .
- Certified HSQE from the Jordanian Institute for Occupational Health and Safety .

Education

High School

Al Shone Al Shmalia School

September 2005 — September 2007

Diploma

Balqa Applied University

September 2007 — September 2009

Courses

- Iso 9001
- Iso 14001
- Iso 18001
- Iso 22000
- Hazard Analysis & Critical Control Points "HACCP"
- Internal Audit
- Basic Fire Fighting
- CPR
- First Aid

Languages

- Arabic : Mother Tongue.
- English : V.Good "Writing,reading and Speaking"

My Defects

- The insistence on achieving results exhausted my time .
- Attention to small details of work and focus on them .

Technical Skills

- Communication skills with people and clients.
- listening to people with focus skill.
- Speech skills.
- Team building skill.
- Problem solving and reconciling skills.
- Planning skills, organization and outlook

Interests

- Writing & Blogging
- Community Service

- Traveling
- Public speaking

References

- Eng.Mohamed Saleh
00966595233114
Quality Manager "Al-Mara Trading Company"

- Ahmed Abu zubaid
00962799956946
Director of Human Resources "Rotana Hotel"

- Ehab Awamla
00962789406098
Quality Manager "Loyalty Company"