

# AHMED N. GHULAM

## QUALITY MANAGER

### CONTACT

📞 966-55-330-2173 / 966-58-289-2003

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📍 13327 Alnarjis, Riyadh

### SKILLS

- Ability to work as one teams.
- Ability to work under pressure.
- Dealing with Microsoft Office applications.
- Reliable, flexible and hard working.
- Quality Management and Improving the business.

### EDUCATION

#### Bachelor Degree

#### International Business Administration

2006 - 2010

King Abdulaziz University

### LANGUAGES

Arabic 

English 

### SOCIAL MEDIA

 [www.linkedin.com/in/anghulam](http://www.linkedin.com/in/anghulam)

 [www.instagram.com/anghulam\\_official](http://www.instagram.com/anghulam_official)

### PROFILE

Experienced Quality Manager with a strong background in project management and process engineering. Ever enthusiastic and dedicated, thus a professional to learn, share and deliver. With tactfulness and spontainity as my core skill set, I am setting myself to achieve ambitious roles and capable of. Exellent interpersonnel skills leaving a mark of desirability.

### WORK EXPERIENCE

#### Quality Manager

General Authority of Civil Aviation (GACA)

Dec 2020 - Present

Supervising the production to make sure that all processes meet consistent standards. Developing and inspecting services at various stages and writing reports documenting production issues.

#### Quality Specialist

General Authority of Civil Aviation (GACA)

Apr 2020 - Dec 2020

Responsible for monitoring, inspecting, and proposing measures to correct or improve a company's final services and processes in order to meet established quality standards.

#### E-Library Specialist

General Authority of Civil Aviation (GACA)

Feb 2012 - Apr 2020

Maintains a library's digital collection of books, serials, documents, audiovisuals, or other materials, and assists groups and individuals in locating, obtaining and using materials.

#### Administrative Assistant & Programmer

Saudi Bin Laden Group (SBG)

Jan 2011 - Jan 2012

Provides administrative support to ensure efficient operation of office. Answers phone calls, schedules meetings and supports visitors. Carries out administrative duties such as filing, typing, copying, binding, scanning etc. And exhibits polite and professional communication. And developing new systems as per needed.

#### Audit System Information Specialist

Dar Al-Handasah - King Abdul Aziz Inter. Airport Project

Oct 2008 - Jun 2010

Coordinate with Audit Manager to determine audit scope and timelines and plan and perform audits such as operational, financial and compliance audits and review audit findings and develop action plans and participate in audit meetings and coordinate internal and external audit activities.

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## QUALITY MANAGER

### CERTIFICATIONS

#### Business Process Management - Mapping & Improvement (BPMI)

2022

Informa Connect

#### Succession & Empowerment Program (Level 3)

2021

ILM & HNI

### REFERENCES

#### Abdulaziz Alshehri

966-50-455-0866

abdulazizalsheri@gaca.gov.sa

#### Mustafa Ali Syed

966-55-969-3619

syed.mustafa.ali84@hotmail.com

### WORK EXPERIENCE

#### Quality Assurance Assistant

National Commercial Bank

Apr 2006 - May 2008

Create quality measurements to track improvement in products, execute quality improvement testing and activities, develop quality assurance standards and company processes, adhere to industry quality and safety standards, create reports documenting errors and issues for fixing, work closely with the development team to improve existing products and maintain standards for reliability and performance of production.

### COURSES

- Business Process Management - Mapping & Improvement
- Audit Techniques And Safety Oversight
- Cyber Security (Beginner, Advanced)
- Quality Management System (QMS)
- Key Performance Indicators (KPIs)
- Safety Management System (SMS)
- Development Organizations From Paper Work To E-Work
- Programming With C#
- Developing ASP.NET Web Applications
- Self Development Strategies
- Success Building
- Digital Transformation
- Visionary Leadership
- Managing Performance
- Accountability
- Change Management
- Problem Solving & Decision Making
- Operational Excellence
- Strategic Communications
- Teamwork
- Enterprise Architecture TOGAF 9.1

### PORTOFOLIO

- Quality Management System Project
- Online Food Ordering System Project
- Online Law Firm System Project
- Smart Aviation System Project
- Safety Assessment Of Foreign Aircraft System Project
- Correspondance Control System Project
- Enterprise Resource Planning (ERP) System Project
- E-Library Management System Project
- School Management System Project
- Hotel Management System Project
- Hospital Management System Project

### ACHIEVEMENTS

- Copyright Certificate from Ministry of Economy in UAE
- Copyright Certificate from Copyright Office in United States of America
- Digital Transformation Ambassador for GACA AVSES