



Shaza Hamdan

Quality Assurance

Experienced in Quality Assurance with demonstrated history of working in banking industry.

Specialized trainer in the implementation of the quality management system in accordance with requirements of ISO 9001:2015 standard.



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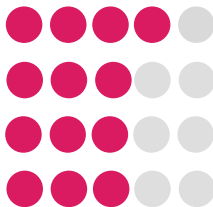


Damascus, Mazzeh West Villas

Damascus -19.11.1987.

PROGRAMMING TOOLS

- Word
- Excel
- Outlook
- Visio



LANGUAGES

- Arabic
- English



HOBBIES

- Crochet.
- Drawing.

WORK EXPERIENCES

▪ Quality & Development Manager

National Islamic Bank (NIB) March 2022 Till now

1. Plan for establishing bank's Quality Management System (QMS) based on ISO 9001:2015 basic requirements.
2. Lead documents review cycle with Bank Regulator.
3. Maintain ISO 9001 quality system and complete audits to maintain certification and continuous improvement.
4. Ensure the appropriate standards for quality control and assurance are established, maintained and enforced.
5. Ensure initial and recurrent QMS awareness training for all personnel
6. Lead internal Audit sessions and review IA reports, which written by the assigned Internal Auditors.
7. Review all non-conformance cases and follow up with Quality team to close them with concerned depts.
8. Lead Continual Improvement and Development Process based on Internal Audit results and management review recommendations and follow up continual improvement log in a regular basis.
9. Ensure that all customers' complaints closed in an efficient way.
10. Review Customer Satisfaction analysis results and provides recommendations.
11. Ensure that all bank of Syria Central Bank decisions are reflected on QMS
12. Distribute Document Change Requests |(DCR) raised by bank's departments to the quality team and follow up them accordingly
13. Lead and mentor the Quality team to build an effective Quality discipline.
14. Annually prepares the department budget.

▪ Quality Assurance Supervisor

Cham Bank September 2018 Till February 2022

1. Prepare Quality Annual review plan for Quality Management System (QMS) & Information Security Management System (ISMS) documents and get the needed approvals .
2. Prepare Annual Internal Audit Plan for all bank's departments based on above-mentioned systems and get the needed approvals.
3. Lead internal Audit sessions and review IA reports, which written by the assigned Internal Auditors.
4. Follow up all customers complaints with concerned department and ensure that all complaints closed in an efficient way.
5. Participate in ISO 9001 & ISO 27001-awareness training for new and current employees.
6. Follow up all internal circulars and ensure that QMS & ISMS updated accordingly.
7. Ensure that all bank of Syria Central Bank decisions are reflected on QMS & ISMS related documents.

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Experienced Quality Assurance with demonstrated history of working in Islamic banking industry.

▪ Senior Quality Management System Controller Nazha Logistics L.L.C- the exclusive agent of DHL Global Forwarding in Syria | March 2017 Till September 2018

1. Provide the needed plan for designing and implementing the required system for each department.
2. Execute the projected plan and provide aid and support in terms of system designing and flow information.
3. Prepare required documentation and ensure their continuity.
4. Follow up the implementation and adherence to the system designed and related documentation
5. Provide required aid for continual improvement and development related to the company's systems.
6. Lead and Execute auditing sessions according to the audit plan and provide feedback about the status of the company's system.
7. Contribute in continual improvement process by providing corrective actions and follow their implementation.
8. Ensure the readiness and update of the documentation system of the company.
9. Provide solution for encountered problems and obstacles regarding implemented systems of the company.
10. Review and analyze customer complaints and customer satisfaction results and provided required recommendation.

▪ Quality Specialist Syriatel Mobile Telecom| October 2013 –December 2016

1. Contribute in establishing Finance, Procurement & logistics related policies, procedures and processes.
2. Ensure that created policies and procedures is being understood and implemented in coordination with related Management.
3. Ensure compliance with established internal control procedures by examining records, reports, operating practices, and documentation.
4. Train new recruits on Dept.'s structure, policies, procedures and processes.
5. Contribute in Company Projects.
6. Prepare yearly assessment related to Finance, Procurement & logistics departments to set the required improvements on departments operations & procedures and discuss it with every department management.
7. Coordinate meetings, focus groups and work sessions within his/her scope of responsibilities.
8. Develop a strong liaison between Departments and contribute in solving problems.

▪ Customer Service Representative& Cash Controller Syriatel Mobile Telecom December 2010 –October 2013

1. Welcome Customers and handle their inquiries efficiently.
2. Promote for company products.
3. Collect Syriatel's Point of Service cash from Point of Service representatives.
4. Reconcile delivered cash against billing system reports.
5. Deposit amounts in banks.
6. Control Point of Service's stock (SIMs, Modems...etc.).

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Education:

MASTERS DEGREE

- **Syrian Virtual University** | 2013-2016
Master degree in Business Administration

BACHELOR

- **Damascus University** | 2005-2009
Bachelor degree in Economics- Banking & Insurance Section

Courses:

- ***ISO 27001:2013 Standard Awareness**, 2021 by ISO Experts.
- ***Cyber Security Awareness**, 2021 by ISO Experts.
- ***Situational Leadership workshop**, 2021 by Key to Success.
- ***ISO 9001-2015 Standard Awareness & Internal Audit**, 2019 by SGS.
- ***MS-Excel Course**, 2019 by OSUS.
- ***Intermediate Management Skills**, 2019 by Dr. Abd-alhamid Khalil.
- ***Risk Mitigation and Auditing for Procurement processes**, 2014 -by British -Universal Network Intelligence.

Training Experience :

- ***ISO 9001:2015 Standard Awareness / ISO Experts Center.**
- ***Quality Management System's Internal Audit** in accordance with ISO 9001 requirements / **ISO Experts Center.**
- ***Documentation Cycle** in accordance with ISO 9001 requirements / **ISO Experts Center.**