

Ahmed Nabeel Ghulam

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Professional Summary

A highly motivated and results-driven professional with expertise in quality assurance, governance, and risk management. Skilled in developing and implementing compliance frameworks, improving processes, and ensuring operational excellence. Adept at leading teams, managing audits, and mitigating risks to meet regulatory standards. Seeking to leverage expertise in a challenging Quality and Governance role.

Experiences

Quality Manager (Acting) | General Authority of Civil Aviation (GACA) | Dec 2020 – Dec 2022

- 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.
- Conducted regular training sessions for team members on quality standards, tools, and techniques to enhance skill sets.
- Managed the development and maintenance of quality documentation, including policies, procedures, and quality manuals.
- Oversaw the successful certification of the team in ISO 9001 and maintained compliance with all regulatory standards.
- Updated and maintained accurate records of quality reports, statistical reviews, and relevant documentation to support audit processes.
- Organized files to support efficiency and traceability.
- Collaborated with team members to achieve target results.
- Developed and implemented a robust quality assurance program that became a benchmark within the industry.

Quality Specialist | General Authority of Civil Aviation (GACA) | Apr 2020 – Present

- 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.
- Led cross-functional teams in root cause analysis investigations, significantly reducing recurring quality issues.
- Led the successful certification process for ISO 9001, enhancing organizational reputation and opening new market opportunities.
- Inspected materials thoroughly, checking specifications of size, shape and finish to meet quality standards.
- Analyzed customer feedback on product quality, translating insights into actionable improvement plans.
- Created comprehensive reports, analyzing data to improve output.

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.
- Prepared routine business correspondence for office staff.
- Scanned new documentation into system and classified data using standard codes.
- Pioneered the use of sustainable practices within operations, contributing to corporate social responsibility goals.
- Championed diversity and inclusion initiatives, creating a more welcoming and productive workplace environment.
- Sorted physical and digital information and sent to correct locations or personnel.
- Facilitated workshops and seminars on specialist subjects, establishing thought leadership and promoting best practices.
- Transcribed information from papers or audio recordings to create different types of files.
- Conducted rigorous risk assessments for projects, implementing robust mitigation strategies to protect assets.
- Compiled data produced visualization charts and prepared reports on behalf of staff.
- Authored comprehensive reports and policy documents, influencing key stakeholder opinions and actions.

Administrative & 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
- Exhibits polite and professional communication
- Collaborated across technical and design teams to produce innovative software applications.
- Analyzed performance data, user feedback and integrated enhancements to recommend key updates to software system.
- Delivered software development across full lifecycle in multiple software environments.
- Analyzed performance metrics to identify opportunities for application optimization and enhancements.

Audit 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.
- Review audit findings and develop action plans and participate in audit meetings and coordinate internal and external audit activities.
- Achieved service time and quality targets.

- Managed complaints with calm, clear communication and problem-solving.
- Updated databases while complying with GDPR regulations.
- Developed ongoing programs using good team communication and collaboration.

Quality Assurance Specialist | 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 departmental 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.

----- **Key Skills** -----

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| • Ability to work as one team | • Hard working |
| • Ability to work under pressure | • Quality Management |
| • Dealing with Microsoft Office applications | • Improving the business |
| • Reliable | • Risk mitigation strategies |
| • Flexible | • Governance |

----- **Education** -----

Degree, Bachelor of International Business Administration

King Abdul Aziz University – Jeddah, Saudi Arabia

----- **Courses** -----

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|---|---------------------------------------|
| • Business Process Management - Mapping & Improvement | • Success Building |
| • Audit Techniques & Safety Oversight | • Digital Transformation |
| • Cyber Security (Beginner & Advanced) | • Visionary Leadership |
| • Quality Management System | • Managing Performance |
| • Key Performance Indicators | • Accountability |
| • Safety Management System | • Change Management |
| • Develop Organizations from paper works to e-works | • Problem Solving & Decision Making |
| • Programming with C# | • Operational Excellence |
| • Developing ASP.NET Web Applications | • Strategic Communications & Teamwork |
| • Self-Development Strategies | • Enterprise Architecture TOGAF 9.1 |

Certifications

- Succession & Empowerment Program (Level 3), 2021, ILM & HNI.
- Business Process Management - Mapping & Improvement (BPMI), 2022, Informa Connect.

Achievements

- ISO 9001:2015 Preparation, Implementation & Successful Certification (British Standards Institute)
- Copyright Certificate from Ministry of Economy in UAE
- Copyright Certificate from Copyright Office in United States of America
- Digital Transformation Ambassador for GACA AVSES

Languages

- Arabic – Native Language.
- English – Professional Level.

References

Available upon request.