

Mazen Islambouly

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A senior level professional seeking a career in the Management, Supply Chain, Import/Export, Quality Assurance and Control fields

PROFESSIONAL EXPERIENCE

SGS (Liban) S.A.L

Beirut – Lebanon
January 2002 till Present

Head of Minerals and Agriculture Divisions

SGS is a Multinational Company headquartered in Geneva, Switzerland which provides inspection, verification, testing and Certification services. It operates over 2,000 offices and laboratories worldwide.

Reporting to General Manager

Operational/Administrative Role:

- Acting as Project Manager for IDAL Agriplus and M.Leb Programs.
- Key Contact for local and international requests.
- Preparing Job Orders/Work Instructions and specific operational procedures.
- Reviewing shipping documents such as BL, AWB, Proforma Invoice, Packing List as well as internal inspection reports /findings, letter of credit, Sales Contract and prepare final inspection reports/certificates.
- Preparing Offers/Quotations for new clients.
- Managing unit technical activities through providing sufficient information to the Field Supervisor to properly execute the inspection.
- Performing specific type of inspections/Audits when needed.
- Managing Claims/complaints received from Clients and identifying root cause of issues.
- Insuring the implementation of ISO17020 and ISO9001 in the departments.
- Performing internal audits and take necessary corrective/preventive actions based on needs.
- Representing the division in Management Review Meetings.
- Representing company in sales meetings and activities.
- Producing yearly budget, cost analysis, SWOT analysis and forecasts.
- Preparing statistical reports that include market news, market share, achievements year to date, threats in order to be submitted to the regional office on quarterly basis.
- Preparing job descriptions for all staff members.
- Preparing and evaluating KPIs and take necessary actions based on outcomes.
- Managing vacation/annual leave requests.
- Ensure the application of safety requirements/regulations.

Inspection Coordinator (Minerals and Agriculture Divisions)**July 2008 – September 2009**

Reporting to Division Head

- Set inspection dates.
- Confirmed the completion of tasks.
- Requested necessary documents from clients.
- Updated clients about the status of each operation.
- Confirmed receiving all data needed from the Field Supervisor.
- Prepared Draft Reports to get client's approval when needed.

Field Supervisor (Minerals and Agriculture Divisions)**January 2007 – June 2008**

Reporting to Inspection Coordinator

- Managed and assessed the performance of the full operation team.
- Insured the availability of resources.
- Supported the inspection team during inspection.
- Solved inspection problems on site.
- Performed site visits to supervise and evaluate inspector's performance.
- Insured proper collection of sufficient data that will be reported.
- Proposed trainings based on needs.

Technical Inspector (Mineral, Industrial & Agriculture Divisions)**January 2005 – December 2006**

Reporting to Field Supervisor

- Performed Specific type of Inspections/Surveys.
- Worked on day/night shifts (12h up to 24h) for the sampling, sample preparation and supervision of loading/discharge of shipments operated at Beirut, Selaata, Chekka, Saida and Tripoli Ports.
- Assisted in Draft Surveys performed on bulk vessels located in Beirut and Tripoli Ports.
- Evaluated and Monitored other Inspectors.
- Trained new inspectors about inspection techniques/Methods.
- Witnessed test analysis performed on specific type of goods by approved laboratories (Transformers, Electrical Cables, Engines, etc...).
- Attended at all Lebanese Borders such as Beirut Port, Tripoli Port, Saida Port and Beirut International Airport to inspect goods in Free Zone area.
- Performed Factory Audits

Inspector (Government and Institutions Divisions)**January 2003 – December 2004**

Reporting to Field Supervisor

- Performed visual inspections and tally operations.
- Performed Sealing operations for shipping containers.
- Worked on XPC software to report all inspection findings/results.
- Assisted technical inspectors when needed.

Inspector (EDL and IDAL Projects)**January 2002 – December 2002**

Reporting to Field Supervisor

- Performed Visual inspection, Tally and Weight supervision on goods loaded from Beirut, Mount Lebanon and North under IDAL project.
- Supported EDL team of inspectors during their inspection visits.
- Performed on-site verification visits to ensure accuracy of readings done by EDL inspectors as well as to check fraud and violations on the network.
- Performed Monthly Audits at EDL premises to assess the implementation of billing process, collection, as well as routine services offered to subscribers.

EDUCATION

AUL UNIVERSITY
BA in Management Information System

Beirut, Lebanon
July 2015

Amliyeh Technical School
Technical Baccalaureate in Electrical Engineering

Beirut, Lebanon
July 2000

PERSONAL DEVELOPMENT:

- Lebanese Accounting Fundamentals Course – (Business & Finance Club) in 2019
- BBS (Behavior Based Safety) Training (SGS – Dubai) in 2018
- Project Management Training (IABC – Lebanon) in 2015
- Finance for Non-Finance Personnel (SGS Dubai) in 2014
- Lead Auditor Training - ISO 9001:2008 – Approved IRCA (SGS Lebanon) in 2013
- Training on LC and Shipping Terms (CCIAB Lebanon) in 2011
- Internal Auditor ISO 9001:2000 (SGS Lebanon) in 2006
- Foundation Training ISO 9001:2000 (SGS Lebanon) in 2006
- Microsoft Office (Makhzoumi Foundation) in 1999

- Assigned as a Mystery Shopper for various local and international Hotels, Retail, F&B firms.
- Part-time Financial Auditor for different companies in South Lebanon.
- Member of the Syndicate of Computer Science in Lebanon.
- Attended several seminars on Energy Saving, Performance Assessment, Social Responsibilities, and food safety.
- Familiar with International Standards such as ISO and ASTM Standards, as well as Inspection/Sampling Procedures such as GAFTA, FOSFA, American National Standard and others.
- Contributed in the assessment, evaluation and issuance of Lebanese Standards for several types of products set by LIBNOR through technical committees.

- **Languages:**

Arabic:

- Native.

English (IELTS - British Council):

- Reading: **6.5** (Fluent Intermediate)
- Writing: **5.5** (Developing Intermediate)
- Listening: **6.5** (Adequate Intermediate)
- Speaking: **6.0** (Adequate Intermediate)

Ref: Test Report#17LB000623ISLM001G

French (TEF - CCI Paris Ile-De-France):

- Expression Orale: **340/450 - B2** (Adequate Intermediate)
- Comprehension Orale: **181/360 - B1** (Initial Intermediate)

Ref: Attestation#12207414/12207416

- **IT Skills:** Microsoft Office Excel, Word, Power Point, Visio, Adobe Photoshop and Outlook.
 - **Hobbies:** Reading, Travelling and Painting.
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