

SYLVANA GHANEM

PERSONAL INFORMATION

Date of birth: August 4, 1990
Nationality: Lebanese
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Marital status: Married
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EDUCATION

June 2013	Université Saint Joseph Masters in Industrial Technology	Mansourieh, Lebanon
June 2011	Université Saint Joseph BA in chemistry	Mansourieh, Lebanon
July 2008	Collège De la Sagesse Section Saint Jean Brasilia Degree in Lebanese Baccalaureate-option « science de la vie et de la terre ».	Baabda, Lebanon

PROFESSIONAL EXPERIENCE

**July 2019-Present: Senior Quality Specialist at Mersaco S.A.L.
Mkalles, Lebanon**

Main Functions:

- Implement and enforce the Quality Management System and the Good Storage & Distribution Practice throughout the company.
- Conduct On-Site Inspections on premises and vehicles, identify deficiencies and opportunities for improvements and develop corrective and preventive actions accordingly
- Conduct Internal Quality Audits, issue reports, approve the action plan provided by the auditee and follow up on the execution of the plan
- Conduct Subcontractors Audits issue reports, approve the action plan provided by the auditee and follow up on the execution of the plan
- Develop CAPAs for internal and external audit observations and deviations
- Coordinate and follow up with suppliers regarding Quality Issues
- Develop Business Continuity Management system covering premises and processes
- Perform/Check Risk Assessment
- Develop Change Control reports for GxP processes with action plan
- Investigate root cause of deviations and develop action plan accordingly

- Develop Due Diligence questionnaires for providers and Subcontractors
- Draft Quality Agreements with subcontractors
- Check Quality Agreements with suppliers and principals
- Participate in computerized systems validation process
- Check Qualification reports issued by subcontractors and internal departments (such as qualification and mapping reports for cold rooms/ freezers/warehouses, qualification of transportation vehicles, qualification of passive cooling system..)
- Develop Induction Schedules for new employees
- Create/Revise SOPs in compliance with the GSDP/GMP standards
- Assess the status of incoming shipments
- Check and approve Quality documents such as Calibration Certificates, Pest Control reports, trend analysis and issue CAPAs accordingly, etc...
- Provide training to employees and subcontractors regarding Quality Subjects

**June 2014-June 2019: Quality Officer at Mersaco S.A.L.
Badaro, Lebanon**

Main Functions:

- Implement and enforce the Quality Management System and the Good Storage & Distribution Practice throughout the company.
- Conduct On-Site Inspections on premises and vehicles
- Conduct Internal Quality Audits
- Develop CAPAs for internal and external audit observations and deviations
- Coordinate and follow up with suppliers regarding Quality Issues
- Create/Revise SOPs in compliance with the GSDP/GMP standards
- Manage Customer Complaints
- Manage Damaged consignments
- Check and approve Quality documents such as Calibration Certificates, Pest Control reports, trend analysis, and issue CAPAs accordingly, etc...
- Provide training to employees and subcontractors regarding Quality Subjects

**September 2013-May 2014: Quality Assurance Inspector at Benta Pharma Industries
Dbayeh, Lebanon**

Main Functions:

- Perform several inspections during the manufacturing process (processing and packaging)
- Perform In-Process testing in order to verify that the products meet quality requirements and detect any out of specification results
- Coordinate and follow up with the production team regarding Quality Issues during production
- Make sure that the quality system is well respected, maintained and improved, in accordance with GMP and ISO 9001
- Provide training to employees regarding Quality Subjects

**March 2013-May 2013: QMS project at KBP-Biomak
Sin el Fil, Lebanon**

KBP-Biomak is the Lebanese subsidiary of Keyrus Biopharma "the European Contract Research Organization. The Belgian partner "Keyrus Biopharma" is certified ISO 9001:2008.

The project was to establish KBP-Biomak specific procedures by using a comparative eye: all differences between Keyrus Biopharma & KBP-Biomak were identified and Specific SOPs related to KBP-Biomak were created.

**June 2011 - July 2011 SANITA S.A.L
Zouk Mosbeh, Lebanon**

One month training in the different sections of the Quality Control Department.

**March 2011-May 2011 Collège De l'Elysée
Hazmieh, Lebanon**

Practice teaching Chemistry for Grade 8 students (2 hours/week).

CERTIFICATIONS

Oct-2021 (still in process)	Train the Trainer	Certification Body:MCA
May-2021	Emotional intelligence	Certification Body: MCA
Feb- 2021	GAMP 5, Good Automated Manufacturing Practice	Certification Body: GetReskilled
Mar-2019	Lead Quality Management System Auditor	Certification Body: BSI
Mar- 2015	Internal Quality Management System Auditor	Certification Body: SGS

LANGUAGE & COMPUTER SKILLS

*Arabic, French, English

*Microsoft Office: Word-Excel-PowerPoint-Visio-Outlook