

# Joyce EL HAROUNY

## Chemical Engineering

Date of Birth: March 2, 1994

Ajaltoun, Lebanon

(+961) 70 490186

joyceharouny@yahoo.com

### I-Education

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|-------------------------------|--|
| January 2013<br>-May 2018     | <b>Holy Spirit University of Kaslik (USEK), Lebanon</b><br>Bachelor's in Engineering<br>Major: Chemical Engineering<br><b>Final Project:</b> Design and Economic Study of High Recovery Energy Efficient Water Treatment System          |
| January 2023<br>-January 2023 | <b>SMG-Sustainable Management Group</b><br>ISO 9001:2015 Internal Auditor certification  |
| October 2020<br>-Dec 2021     | <b>Lebanese German University (LGU), Lebanon</b><br>University Diploma<br>Major: Quality Management<br>-Total quality management: ISO 9001, ISO 22000 certification<br>-Accreditation process: ISO 17025                                 |
| September 2009<br>-June 2012  | <b>Collège Saint Rock-Kleiat</b><br>Secondary Study degree: Lebanese Baccalaureate in General Science<br>Honor and scholarship from USEK covering 100% of the studies program which I have been accepted for the academic year 2012-2013 |
| September 2006<br>-June 2009  | <b>Collège Saint Rock-Kleiat</b><br>Complementary study  |

### II-Experience

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|--------------------------|---|
| Sept 16,2024<br>-Present | Full Time, <b>Pharmacovigilance and Quality Clerk, Pharaon Healthcare Africa (Dubai)</b><br>Liaison Office: Cite Dora 3 Bldg 5 <sup>th</sup> floor, Dora Metn<br>-Pharmacovigilance safety Monitoring and Adverse Event Reporting.<br>-Quality Management System Support and continuous Improvement<br>-Cold Chain Management<br>-Auditing and Compliance (GDP)<br>-Conduct Training sessions |
|--------------------------|---|

- August 31, 2023  
-Sept 12,2024
- Full-time, **Document Controller, CAP consultant S.A.R.L.**  
Sin El Fil, Lebanon
- Control documentation produced internally and externally
  - Compiles and maintain records and related files
  - Work with other Document Controllers across the office to ensure consistency of training, document management process and use of data and document control procedures.
  - Provide system reports as requested
  - Examines documents such as drawings, change orders and specifications to verify completeness and accuracy of data.
  - Responsible for meeting the needs of those requesting specific documents or documentation of a job or projects, maintaining and following log sheets.
  - Establish and manage ISO 9001:2015.
- January 2, 2023  
-July 31, 2023
- Full-time, **Quality Coordinator, Luna Press S.A.R.L.**  
Zouk- Mosbeh, Lebanon
- Establish and manage ISO 9001:2015 for the quality assurance/quality control Department and start preparing for ISO22000:2018.
  - Conduct quality inspection for packaging lines (printing, cutting, gluing & folding)
  - Develop and implement SOP and quality strategies for sales & marketing, Human Resources, production, IT, quality, prepress and purchasing departments
  - Follow up on records through Sistrade ERP software (analysis of production and waste, sales ranking, suppliers, sales dashboard, etc.
  - Evaluate KPIs
  - Identify risks/opportunities, interested parties, objectives, etc.
  - Evaluate audit findings and implement corrective actions.
  - Conduct customer survey and evaluate results.
  - Identify, investigate and verify root cause for complaints and take corrective & preventive actions.
- July 12, 2022  
- Dec 29, 2022
- Part-time, **Quality Consultant, Unipharm S.A.L.**  
Dekwaneh, Lebanon
- Provide a broad range of advisory services for all departments.
  - Update Policies & Procedures
  - Follow up on records
  - Evaluate KPIs
  - Identify risks/opportunities
  - Evaluate audit findings and implement corrective actions
  - Conduct training sessions
- February 14, 2021  
-April 15, 2021
- Part-time job, Production planner, **Oriental Paper Products (OPP) S.A.L.**  
Roumieh, Lebanon
- Planning of all production activities starting from raw materials study till delivery of finished products.
  - Production scheduling.
  - Raw materials availability.
  - Production follow up.
  - Quality follow up.

- Decrease of intermediate stock
- Reduce waste during production

- February, 2017  
-June, 2017
- Chemistry Teacher, **Injaz 20/20**  
Ajaltoun, Lebanon
- Chemistry lessons for complementary and secondary classes (Part time).
- September, 2015  
-Present
- Private lessons in science subjects (Math's, chemistry, physics) for complementary and secondary classes.

### **III-Internship**

- March 19, 2021-  
April 22, 2021
- Intern, Quality control/Quality Assurance supervisor, **Amatoury 114**  
Sin El Fil, Lebanon
- Manage the ISO 9001 quality system ensuring proper execution
  - Perform regular quality assessments on all incoming materials from suppliers and outgoing products to customers
  - Resolve quality-related issues in a timely manner
  - Recommend improvements to the production process to ensure good quality control
  - Document inspection outcomes by completing detailed reports and performance records.
- July 03, 2017  
-August 31, 2017
- Intern, **AL NAKHIL CO.**  
Abou-Mizane (Metn), Lebanon
- Exposed to production operations specifically tahini and Halawa manufacturing and packaging.
  - Participated to microbiological and physico-chemical tests.
- July 13, 2015  
-August 31, 2015
- Intern, **ALGORITHM S.A.L.**  
Zouk-Mosbeh, Lebanon
- Exposed to production operations specifically granulation, compression, coating, liquid manufacturing and packaging procedure.
  - Participated to quality control tests.
  - Improvement of skills in the pharmaceutical domain specially the chemical composition of capsules, ointment, suppository.

### **IV-University Projects**

- November, 2017
- Student University Project, **Brasserie ALMAZA S.A.L.**  
Dora highway Bauchrieh (Metn), Lebanon
- Visit to ALMAZA beer industry for accomplishing a food engineering project
  - Description of the Brewing process.
  - Studied the market share in Lebanese market.
  - Realized a typical industrial brewing process with achieving a mass and energy balance.

March, 2015

Student University Project, **Advanced Plastic Industry S.A.L.**  
Zouk-Mosbeh, Lebanon

-Visit to API industry to realize a study related to safety and security tools to preserve the quality of the environment and avoid accidents and evaluate the effects of chemicals on the environment

### **V-Language Skills**

<b>Language</b>	<b>Speaking</b>	<b>Writing</b>	<b>Reading</b>
Arabic (Native)	Excellent	Excellent	Excellent
French	Excellent	Excellent	Excellent
English	Excellent	Excellent	Excellent

### **VI-Technical Skills**

Microsoft office programs	●●●●●
ROSA design software	●●●●●
Aspen	●●●●○
PSPICE	●●●●●
PSIM	●●●●●
MATLAB	●●●●○
SCILAB	●●●●○
CHEMCAD	●●●●○
Gantt Project	●●●●○
JAVA	●●●○○