

Alaa Abdullah

Operations & Quality Specialist

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Summary

Versatile Professional with a background in Food Safety, Clinical Dietetics, and Operational Management. Experienced in implementing rigorous ISO 22000 and HACCP standards while managing high-volume customer and patient interactions. Proven track record in data collection, community outreach, and executive-level office support. Adept at conflict resolution, CRM systems, and translating complex information into actionable results for diverse populations. Passionate about maintaining high-quality control standards and delivering exceptional service in healthcare, nutrition, or corporate environments.

Experience

The Shooting Stars Freelance
Community Nutrition Educator 01/2025 - Present

- Designs evidence based nutritional programs tailored to the unique metabolic and physiological profiles of individuals with Trisomy 21 and neurodevelopmental disabilities.
- Simplifies complex biochemical concepts into accessible, high-impact educational modules for diverse learning needs while maintaining scientific accuracy.
- Manages specialized workshop delivery across four or more educational institutions monthly, overseeing scheduling, resource allocation, and multi-site stakeholder coordination.
- Delivers technical briefings to faculty on the integration of Medical Nutrition Therapy (MNT) to optimize long-term health outcomes in special education settings.
- Facilitates inclusive group dynamics while strictly adhering to Individualized Educational Plans (IEPs) and institutional safety standards.

Bahman Hospital Beirut
Dietician Intern 06/2025 - 01/2026

- Assisted in the nutritional assessment and counseling of 100+ patients daily across various hospital departments.
- Supported dietitians in designing and implementing meal plans tailored to patient medical conditions (e.g., diabetes, hypertension, renal disease).
- Monitored patients' dietary intake and documented progress in medical records for accurate reporting.
- Collaborated with multidisciplinary healthcare teams (physicians, nurses, pharmacists) to align nutrition interventions with treatment goals.
- Educated patients and families on healthy eating habits, portion control, and therapeutic diets to improve recovery outcomes.
- Gained hands on exposure in clinical nutrition, food service management, and patient counseling.

UNFPA (United Nations Population Fund) Lebanon
Field Enumerator 10/2025 - 12/2025

- **Methodological Data Collection:** Executed complex data acquisition protocols using structured survey instruments, ensuring 100% adherence to established research methodologies.
- **Data Integrity & Quality Control:** Maintained rigorous standards of data validation and verification to eliminate bias and ensure the high-fidelity reporting required for humanitarian strategic planning.
- **Ethical Compliance:** Managed sensitive information under strict confidentiality frameworks and ethical guidelines, mirroring the documentation rigors required in regulated industries.

Maids.cc Remote
Office Manager 10/2024 - 04/2025

- Delivered executive-level support and coordinated daily office operations in a high-pressure environment
- Managed schedules, internal communications, and confidential records to streamline HR and executive processes
- Acted as the bridge between clients and upper management, ensuring professional communication and client satisfaction
- Processed invoices, tracked inventory, and maintained reports using Excel and CRM software
- Proposed and implemented workflow systems that improved team efficiency and follow-up consistency

Malik's Bookshop Beirut
TeamSupport 10/2020 - 10/2024

- Managed sales floor operations for 300+ daily customers, ensuring a positive shopping experience
- Performed regular stock audits and ensured the shop was fully stocked and well-organized
- Utilized POS and CRM systems to optimize transaction speed and customer relationship tracking
- Trained and mentored new staff, ensuring smooth onboarding and operational consistency
- Played a key role in sales strategy, leading to consistent achievement of targets and a 15% annual growth

Education

Lebanese International University Beirut, Lebanon
BA in Dietitian/Nutrition 10/2021 - 01/2025

Languages

Arabic Native ●●●●●

English Native ●●●●●

French Advanced ●●●●●

German Advanced ●●●●●

Skills

CRM Software · POS systems · Data Management & Reporting · Customer Service & Conflict Resolution · HACCP & ISO 22000 Implementation
Data Collection & Enumeration · Food Quality Control (QA/QC) · Workshop Facilitation · Clinical Nutrition Assessment · Adaptability & Problem Solving
Kitchen Management/Supervision · Reporting & Research Analysis