## Norma MONZER

Lebanon

Beirut

Ain El Remeneh

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## Personal Summary

A highly motivated individual with an entrepreneurial spirit who can ensure that manufactured products adhere to the highest Quality Control standards and meet standards that customers want and expect. Have extensive knowledge of the theory behind practical Quality Control procedures and able to effectively liaise with the manufacturing and production departments when problems arise. A true professional who encourages efficiency and the completion of jobs on time. As key skills, able towork with other inspectors, introduce workplace process improvements and interpret blueprints, sketches, diagrams and technical instructions.

Seeking for a suitable position with a company that has an inclusive environment where employees have the opportunity to succeed.

## Education

* 2013-2014: Master 2’s Degree in Formulation and Food Safety, Lebanese University, Faculty of Sciences, Fanar.
* 2012-2013: Master 1’s Degree in Biochemistry, Lebanese University, Faculty of Sciences, Hadath, Baabda.
* 2008-2009: SV certificat, Ecole des filles de la charité, Achrafiye, Syoufi.

## Career History

**Quality Control Inspector** – October 2017 – present

**Ghandour** – Chouifet

*Responsible for examining, testing and inspecting the manufacturing process as well as the finished goods.*

Duties;

* Measuring defective parts using templates, rulers, or calipers.
* Ensuring that inspection records and maintenance reports are filled in accurately and followed correctly.
* Closely monitoring and examining each stage of the entire production process.
* Segregating non-conforming parts in accordance with written quality procedures.
* Coordinating Quality Control concerns between multiple company departments.
* Ensuring that the working area is hazard free and kept clean and tidy at all times.
* Taking corrective action to rectify any production shortcomings.
* Check listing all manufactured products.
* Making sure that labels are accurate.
* Carrying out final inspections.
* Identifying unsafe working practices.
* Looking out for defects in a product.

**Gym Customer Sevice** – March 2015 – present

**Goodlife fitness** – Ain EL Remmeneh

*Responsible for delivering total satisfaction to customers which will leave them feeling fully satisfied.*

Duties;

* Operate telephone switchboard to answer and forward calls providing information taking messages and scheduling consultations.
* Greet persons entering establishment and checked membership cards.
* Maintain printers (and other office equipment); send faxes and retrieve and route incoming faxes.
* Assist Executive Assistant with additional office duties as directed.
* Scheduled personal training sessions and maintained / updated appointment calendars.
* Collected payments renewed memberships and resolved billing issues.
* Filed and maintained records.

**Food Safety Consultant, Auditor**– Spring 2016

**Municipality of *Jounieh***–Jounieh

*Responsible for auditing eateries and food joints and performing quality control and quality assurance.*

Duties;

* Visiting eateries and food joints and perform food audit as per the instructions and procedures stated by the department of food safety
* Performed quality control and quality assurance functions at the facility
* Analyzed the tests reports and draw out the areas that need improvements
* Took corrective actions and ensured the food management practices meet the set standards and complies with the regulations
* Advised the organization on the general food safety, storage practices and hygiene maintenance measures
* Handle risk assessments on food safety programs including environmental monitoring and processing area segregation to mitigate food safety risks
* Engage workers to ensure that they adopt food safety programs effectively
* Drafted audit reports - write up observations and other sections of the audit report and presented to management.

**Quality Control Inspector** – October 2014 – January 2015

**Fleuron de Fadel** - Hazmieh

*Responsible for examining the quality of food products to ensure they meet regulatory requirements, company, and customer's quality standards.*

Duties;

* Supervised, trained, and coached ten employees to ensure that proper procedures are followed.
* Performed quality control on all in-coming raw materials to insure potency and purity of materials to be used in production
* Inspected and cleaned food preparation areas to ensure safe and sanitary food-handling practices.
* Instructed cooks and other workers in the preparation, cooking, garnishing, and presentation of food.
* Stocked and rotated products, stocked supplies, and paper goods in a timely basis.
* Analyze pre-shipment samples, incoming raw ingredients and material, and finished products.
* Provided suggestions for effective food items storage and made sure that food waste was appropriately disposed of.

**Food Lab Technician**– April 2014- September 2014

**Lebanese Agricultural Research lnstitute (LARI) Laboratory** – Fanar

*Responsible for performing analysis where fresh Lebanese cheeses have been investigated for their conformity to Lebanese standards.*

Duties;

* Analyze finished products in accordance with Lebanese Standards, and compare results with internal specifications and vendor specifications.
* Prepared chemical solutions, reagents and specimens for microscopic examination.
* Utilized and maintained key application lab equipment, and performed physical and chemical testing of Lebanese cheese products.
* Prepared and performed the microbiological preparation and testing of food samples.
* Prepared food samples of diverse matrixes for various microbiological testing including Salmonella, Listeria, E. Coli, and various bacteria

**Bookseller** – September 2013

**El Mahabba Library** - Clemenceau, Beirut

*Responsible for selling books and stationary*

**Laboratory technician** – Summer 2011

**Fouad Khoury Hospital** – Hamra

*Conducting lab tests in the areas of hematology, coagulation, urinalysis, serology, and chemistry.*

## Skills

* Acknowledge of ISO 9001, 22000, 17025& 31000.
* Acknowledge of HACCP & PRPs.
* Acknowledge of produce industry of inspection.
* Familiarity with sanitation and GMP’s.
* Double competence in food formulation and food safety.
* Quality control and quality management.
* Development of new products.
* Product optimization.
* Risk analysis and quantitative assessment.
* Microbiological, chemical and physical analysis.
* Eager to develop new and specialized skills.
* Paying close attention to detail.
* Able to work in an environment where there is a requirement for continuous grasping and repetitive movements.
* Experience of working in factories, laboratories, workshops and offices.
* Communicating with people in a confident and professional manner
* Supervising a team of customer service staff.
* Computer skills such as Word, Excel, and PowerPoint.
* Microsoft C++

## Personal Details

**Health** Excellent; non-smoker

**Interests** Workout, Dancing, Theatre, travelling around the world to explore other countries.

## Languages

* Arabic: mother tongue
* French: excellent in reading, speaking and writing.
* English: excellent in reading, speaking and writing.

## REFERENCES

Available on request.