



Mahmoud Abdel Monsef El-Basha Ahmed

Executive Quality and Governance Specialist

Ajman, United Arab Emirates | +971 52 957 4449 | mahd.monsef@gmail.com

Professional Summary

Implementing quality and governance policies and procedures, ensuring compliance with local and international standards, analyzing and improving processes to enhance operational efficiency, and promoting a culture of quality and sustainability in institutional performance. An experienced Quality Assurance and Strategic Planning leader with over 15 years of expertise in quality management, ISO certifications, and institutional excellence. Proven track record in process improvement, risk management, and driving continuous improvement.

Core Skills

- Strategic and Operational Planning
- Quality Management Systems (ISO 9001, ISO 26000, ISO 45001, ISO 14001, ISO 10002)
- Process Improvement and Efficiency
- Risk Management and Mitigation
- Training and Development
- Data Analysis and Reporting
- Customer Service Excellence
- Marketing and Sales Strategies

Professional Experience

Quality Manager (With Additional Assignment to Oversee HR and IT Departments)

Al-Reaya Center for Government Transaction Processing – Dubai

September 2024 – Present

- Led quality operations in alignment with international standards ISO 9001 and ISO 10002, ensuring continuous process improvement and high-quality service delivery.
- Managed the Human Resources Department, including developing policies, overseeing employee performance, and ensuring compliance with institutional standards.
- Supervised the IT Department, focusing on enhancing electronic systems and providing technical support to maintain operational efficiency.
- Designed and implemented strategic plans to enhance performance and promote a culture of quality across all departments of the center.
- Directed the development and integration of operational manuals and procedures for all departments, ensuring streamlined workflows and operational excellence.
- Conducted comprehensive internal audits to identify gaps, ensure compliance, and provide detailed analytical reports with corrective action plans.

- Organized workshops and training programs to enhance employee skills and awareness of quality concepts, contributing to institutional performance improvement.
- Oversaw the digital transformation of the reception area by implementing tablet devices to improve customer experience and streamline service access.
- Led technical efforts to enhance the complaint management system, ensuring effective handling and achieving high customer satisfaction levels.
- Fostered collaboration among departments to ensure alignment and successfully achieve the center's strategic goals.

Head of Quality, Institutional Excellence and Strategic Planning Department

Al Ihsan Charity Association, Ajman, UAE

2016 – 2023

- Lead comprehensive quality assurance strategies, ensuring ISO standards compliance
- Oversee strategic and operational plans for all organizational units
- Monitor performance indicators and propose improvement initiatives
- Manage quality systems and promote service excellence culture
- Conduct risk reviews and implement mitigation controls

Marketing Specialist

Al Ihsan Charity Association, Ajman, UAE | 2010_2016

- Developed and implemented comprehensive marketing plans
- Conducted market research to identify target audiences
- Collaborated with sales teams to generate leads
- Monitored and analyzed marketing campaign performance

Quality Engineer

Farm Frites (Americana), Egypt. | 2006_2009

- Implemented ISO 9001, 14000, and 18000 standards
- Analyzed processes to improve product quality and efficiency

Education

Bachelor's Degree in Quality Control

Academy of Specialized Studies, Ismailia, Egypt

September 2001 – May 2005

Certifications

-Internal Auditor Certificate – Global Business Office, 2017

-Institutional Leadership – Sheikh Al-Akhdar Academy, 2020

-Modern Secretarial Course – Al-Mubdi' Center for Administrative Development and Training, 2018

Languages

-**Arabic** (Native)

-**English** (Fluent)

Achievements

-Led ISO 9001 certification process, improving operational efficiency

-Increased customer satisfaction by 20% through service quality strategies

-Enhanced institutional performance via strategic planning

-Designed and implemented training programs for 50+ employees

Additional Information

-Nationality: Egyptian

-Date of Birth: October 20, 1984

-Visa Status: Golden Residency, United Arab Emirates

References

Available upon request.