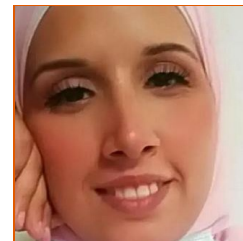


# Menna Magdy Azazi

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## Work experience

### Call Center Agent

12/2020 - 02/2022

#### J-Technology Company

- Answer incoming calls and respond to customer's emails .
- Provide product and service information to customers .
- Route calls to appropriate resources .
- Document all call information according to standard operating procedures .
- Management and resolve customer complaint .
- Follow up customer calls where necessary .
- Provide product and service information to customers .
- Research required information using available resource .
- Sell products and place customer orders in the computer system .
- Identify and escalate issues to supervisors.
- Complete call logs and reports.
- Other duties as assigned.

### Medical Sales Representative Specialist- Sales Department

06/2020 - 01/2022

#### International Medical Guide company

- Meet with clients to negotiate terms and prices on sales agreements, draw up the Contract and ensure the document is signed by all necessary parties.
- Demonstrating or presenting products to healthcare staff including doctors, nurses and pharmacists.
- Identifying and establishing new business .
- Reviewing sales performance
- Meeting both the business and scientific needs of healthcare professionals .
- Negotiating contracts .
- Writing reports and other documents.

### Quality Control Supervisor

09/2019 - 05/2021

#### Western pharmaceutical industry company

- Performing validations for analytical methods, and prepare validation reports and create test methods using HPLC (WATERS, agilent ,shimadzu ) , GC , UV instruments .
- Perform analysis of products and formulations using laboratory equipment (viscosity , pH, karl fischer ).
- Prepare COA for every batch and keep inspection records in hard or soft copy.
- Perform all water analysis tests and certificates of analysis.
- Create Sop and method of analysis of products and water analysis .
- Apply iso-standards & GMP in laboratory practice .
- Conducting stability studies including preparation of stability plans, implementation of the study and related physical and chemical tests.
- Create stability files , Nodcar files and Comparative Dissolution files.
- Investigates problems relating to products in stability chambers during analysis
- Monitoring & operation of stability unit including of stability chambers operation.

### Senior Quality Control Specialist

09/2018 - 09/2019

#### Hochster pharmaceutical industry

- Performing validations for analytical methods, and prepare validation reports and create test methods.

## Certificates and courses

- Contemporary Chromatographic Techniques at Ain- Shams University.
- TOEFL English Test With Score 573.

## Training

- Drinking Water Company In Cairo - Quality control Departement
- Nasr Company For Pharmaceutical Industry -Quality control Departement .
- Pachin Company For Paints - Research And Development Departement.
- Petroleum Research Center - Petroleum Refining Departement

## Skills

### Arabic Language

Native speaker

### English language

Very Good command of reading, writing, and speaking.

### French language

Good command of reading, writing, and speaking.

## Personal Information

- Nationality : Egyptian.
- Martial status : Single

- Perform water analysis tests and certificate of analysis.
- Conducting stability studies including preparation of stability plans, implementation of the study and related physical and chemical tests as well as preparing final stability reports including analysis of data & findings.
- Create stability files , Nodcar files and Comparative Dissolution files.
- Creates product files & necessary paperwork for registration.

## Quality Control Analyst

09/2016 - 08/2018

### DBK Pharma

- Analyzing Samples from R&D and water station.
- Initiate analysis method for products .
- Validate new method for analysis .
- Perform comparative dissolution for product against innovator .
- Routine analysis for stability samples .
- Modification of the composition of a product based on the requirements of production ,marketing, the degree of stability.

## Education

### Total Quality Management Diploma

12/2017 - 01/2019

#### American University In Cairo

- Currently completing courses in Standards in Quality& Enviromental Management Systems ,The Basic Six sigma process , Managing The Quality Function , Project Management,Planning for Top Quality and Statisical Quality Control.

### Pre-Master Degree in analytical and inorganic chemistry 2015 - 2016

#### Ain-Shams University

### Bachelor of science

2011 - 2015

#### Ain-Shams University

- Chemistry/Physics Department.
- Overall Grade : Very Good 79%)

## Skills

Ability to travel Local and internationally and ready for any reallocation.



Good Communication, organizing & planning skills.



Handle conflict and deal with varying situations in a calm and helpful manner.



Microsoft office and computer skills



Scientific analysis



The ability to work both independently and as part of a team.



Excellent Educational research

