

OSAMA ABU HUSSEIN

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Professional Summary

Industrial Engineer specialized in supply chain and operations with experience across procurement, logistics, customer service, and process improvement. Skilled in supervising teams, managing vendor relations, and optimizing warehouse and procurement processes to support efficiency and reliability. Strong background in data analysis, problem-solving, and cross-functional collaboration within fast-paced and diverse environments.

Professional Experience

Operations Supervisor | Floranow | May 2025 – September 2025

- Supervised a team of 8 warehouse staff and ensured smooth daily operations.
- Oversaw inbound and outbound shipments, verifying accuracy and timeliness.
- Prepared daily operational reports on shipments, orders, and team performance.
- Issued Non-Conformance Reports (NCRs) for damaged or missing items to support corrective action.
- Maintained compliance with quality standards and operational procedures.

Procurement Specialist | High Tech Talents | September 2024 – May 2025

- Created and managed purchase orders for raw materials and production supplies.
- Monitored vendor performance, delivery schedules, and compliance.
- Coordinated shipments and logistics to ensure uninterrupted factory operations.
- Prepared weekly reports on purchase order status and receipts to ensure availability.
- Produced monthly performance reports analyzing vendor reliability and procurement costs.

Call Center Agent | Extensya | July 2024 – September 2024

- Assisted delivery drivers with operational and technical issues through phone support and system tools.
- Monitored driver performance and provided guidance to improve efficiency and service quality.
- Responded to inquiries with professionalism, ensuring clear and timely solutions.
- Strengthened multitasking and problem-solving skills under high-volume operations.

Restaurant Staff | Various Locations | June 2022 – November 2023

- Delivered customer service in fast-paced environments while maintaining order accuracy.
- Handled cash transactions and operated POS systems with precision.
- Prepared and served orders while ensuring cleanliness and quality standards.
- Developed strong communication, teamwork, and multitasking abilities.

Education

B.Sc. Industrial Engineering | Applied Science University | July 2024

Courses & Certifications

- Supply Chain Excellence
- Capstone Supply Chain
- Operations Supply Chain
- Supply Chain Planning
- Sourcing Excellence
- Operations Excellence
- Logistics Excellence
- Operations Management: Quality and Supply Chain
- Programming: Getting Started with Python
- Excel Skills for Business: Essentials
- Write Professional Emails in English
- Spanish Vocabulary: Meeting People

Projects

- **Innovative Water Extraction System (Graduation Project):** Designed a solar-powered thermoelectric system to extract water from air humidity as a sustainable solution to water scarcity.
- **Automated Packaging System – Golden Paints (Jordan):** Developed an automated plastic-wrapping system for paint boxes, reducing errors and increasing throughput.
- **IoT-Based Temperature and Humidity Control System:** Built a smart irrigation system with soil sensors and automated pumps to improve water efficiency.
- **Automated Food and Water Distribution Cage:** Created a smart cage using weight sensors for precise food and water dispensing.
- **Process Improvement Survey and Analysis – Talabat:** Applied Pareto charts, histograms, and fishbone diagrams to analyze customer challenges and propose data-driven solutions.

Skills

Personal Skills:

Time Management | Problem Solving | Adaptability | Communication | Teamwork | Critical Thinking | Organization | Leadership

Professional Skills:

Procurement | Logistics | Supply Chain Analysis | Vendor Management | Inventory Control | Operations Supervision | Data Analysis | Reporting

Technical Skills:

Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) | Monitoring Tools | Social Media Awareness | Typing Speed | Presentations | Email Marketing | Quality Control | Process Improvement

Languages

- **Arabic:** Native
- **English:** C1