

Sherif Elsayed Elnagar

Quality Assurance & Control Specialist | Expert in ISO Standards, TQM, and Lean Methodologies | Targeting Roles in Saudi Arabia (...)

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Profile

Highly accomplished professional with 18+ years of experience in Human Resources and a strong specialization in **Quality Assurance & Control**. Combining advanced academic background with hands-on training in **ISO 9001:2015**, **ISO 45001:2018**, **Lean Six Sigma**, **Kaizen**, and **Total Quality Management**, bringing a strategic and data-driven approach to process improvement and compliance.

Holding a **Master’s degree in Business Administration** from Kafr El-Sheikh University and currently pursuing a **Ph.D. in Business Administration**. Well-versed in continuous improvement methodologies, safety standards, and quality systems. Proficient in Microsoft Office and digital transformation tools. Fluent in both Arabic and English (C1 level).

Open to contributing to organizations in **Saudi Arabia, Oman, or Qatar** that prioritize quality, efficiency, and performance excellence.

Employment

Human Resources Department Head Telecom Egypt (WE)	2016 - Present
Senior Human Resources Officer Telecom Egypt (WE)	2010 - 2015
Human Resources Section specialist Telecom Egypt (WE)	2005 - 2010

Job Duties & Responsibilities

- Is Responsible For:**
- Leading the HR department's quality control and continuous improvement initiatives.
 - Overseeing the application of TQM, Lean Six Sigma, and Kaizen methodologies.
 - Supervising a team of HR officers across different branches and divisions.
 - Designing and implementing employee engagement and retention strategies.
 - Aligning HR systems with ISO 9001:2015 and ISO 45001:2018 standards.
 - Reporting to executive management on HR metrics, risk areas, and compliance gaps.
 - Supervising HR compliance with ISO standards and internal audit procedures.
 - Coordinating internal quality assurance training and certification tracking.
 - Managing KPI monitoring and reporting for department performance.
 - Collaborating with senior management to ensure alignment with strategic HR goals.
 - Leading internal taskforces for workplace improvement and policy redesign.
 - Leading hiring campaigns for large-scale customer service and support teams.
 - Developing HR documentation processes, including contracts and internal policies.
 - Conducting training sessions for soft skills and HR policy awareness.
 - Monitoring employee performance and assisting in annual review processes.
 - Handling labor law-related documentation and disciplinary procedures.
 - Managing recruitment operations for entry-level and technical positions across departments.
 - Screening CVs and conducting initial interviews based on job requirements.
 - Preparing job offers and ensuring new hire documentation compliance.
 - Coordinating training logistics and onboarding new employees.
 - Supporting payroll input accuracy and employee attendance tracking.

Personal details

Nationality
Egyptian

Civil status
Married

LinkedIn
[linkedin.com/in/sherif-el-nagar-t](https://www.linkedin.com/in/sherif-el-nagar-t)

Education

Ph.D. in Business Administration (In Progress) Kafr El-Sheikh University Present
Master’s Degree in Business Administration Kafr El-Sheikh University 2022
Postgraduate Diploma in Teaching English Faculty of Education, Tanta University 2013
Bachelor’s Degree in Arts & Education (English Department) Tanta University 2000

Languages

Arabic | Native Speaker

English | Excellent

software skills

Microsoft Office (Word, Excel, PowerPoint)
ICDL Certified – Microsoft Office
Digital Transformation Tools – Fundamentals of Digital Transformation (FDTC)

Certifications & Training Courses

Quality Control & Assurance Specialist – National Institute of Quality, Ministry of Trade & Industry	May 2025
Total Quality Management – Ain Shams University	Feb 2024
Occupational Health & Safety – Sama Training & IT	Jul 2024
ISO 45001:2018 – Occupational Health & Safety	Sep 2024
Continuous Improvement – Sama Training & IT	Sep 2024
Lean Six Sigma – Sama Training & IT	Oct 2024
Kaizen Methodology – Sama Training & IT	Oct 2024
ISO 9001:2015 – Quality Management System – Egyptian Organization for Standards and Quality	Oct 2024
Introduction to European Quality Model – Ain Shams University	Sep 2024
Introduction to Continuous Improvement for Quality Application – Ain Shams University	Aug 2023
Train English Trainer – Telecom Egyp	Jun 2015
Effective Negotiation Skills – Telecom Egypt	
Modern Management for Future Leaders – Telecom Egypt	Apr 2015

Career Skills

- **Driving Quality Compliance:** Ensuring adherence to ISO and local quality standards across all operational levels
- **Implementing TQM:** Applying Total Quality Management principles to enhance process efficiency and service delivery
- **Leading HR Strategy:** Overseeing end-to-end HR functions aligned with organizational goals and labor regulations
- **Training & Capacity Building:** Conducting in-house training sessions on leadership, negotiation, and quality practices
- **Applying Continuous Improvement:** Utilizing Kaizen and Lean Six Sigma to improve operations and reduce inefficiencies
- **Executing Internal Audits:** Reviewing quality systems and preparing reports based on ISO frameworks
- **Managing Cross-Functional Teams:** Collaborating with various departments to meet quality, HR, and safety objectives