

SOWSAN BADDOURAH

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PROFILE

Hardworking, focused professional with 5+ years of experience in Supply Chain management, quality, and procurement.

EXPERIENCE

September 2019- Current *Sales Operations, Expeditors International*

- Qualify sales leads utilizing reporting and analytics tools.
- Maintain and evaluate KPI's (forecast accuracy, fill rate, etc.) and analyze variances initiating appropriate corrective action
- Participate in weekly sales and operation planning meeting to review sales, forecast and sell-through performance
- Produce reporting on key metrics KPI and manage monthly delivery of key reports to the District Sales Manager.
- Respond to export and import RFQs / RFPs for air, ocean, and land shipments. Prepare customs clearance and delivery quotations. Including Saber/Saso requirements
- Work closely with air and ocean departments to ensure smooth execution of door to door shipments
- Receiving, filtering and managing rates from different suppliers/sources.
- Negotiate contract terms, shipping terms & pricing

June 2015 - July 2016 *Quality Control Officer, EMSI Consultant*

- Conducting gap analysis on industrial operations to determine gaps against international standards such as ISO 9001 and other corporate and customer requirements
- Development of quality management documentations including quality policies and procedures for activities such as contracting / sales, production, QC, materials management
- Identification of production and operational related risks. Developed corrective and preventive actions.
- Assisted in developing root cause analysis of identified non-conformance and relevant risks. Development of implementation plans

EDUCATION

Master of Supply Chain Management

University of Technology Sydney, Sydney, Australia GPA 3.2

July 2017-Nov 2019

Bachelor of Industrial Engineering

Applied Science University, Amman, Jordan GPA 3.6

September 2011-July 2015

KEY SKILLS AND CHARACTERISTICS

- Power BI
- Cost Analysis
- Microsoft Office suite, Excel
- ERP Oracle
- SKU experience