

SAID AZZALLOU

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EDUCATION

The International MBA Institute Wollerau, Switzerland. 09/2021-10/2023

Master of Business Administration MBA-L in Leadership Sciences Degree.

Master of Business Administration MBA-M in Management Sciences Degree.

- Courses: Engineering Leadership & Management, Lean Manufacturing, Production, and Quality.
- Methods: DMAIC, FMEA, RCA, SPC, DOE, 4P, 5S, 8D, 8M, MTBF, MTTR, BoM, ERP, GMPs.

Ibn Zohr University – College of Science Agadir, Morocco 09/2013-06/2018

Bachelor of Science in Industrial Chemistry and Manufacturing.

- Laboratory: Industrial and Chemical Manufacturing, Manufacturing Process Design and Control.
- Capstone Design: CAD Design, Design for Manufacturability, and Quality Control.

AL Farabi Institution Agadir, Morocco 09/2010-06/2013

Baccalaureate of Science in Engineering physics.

- Laboratory: Engineering Physics, Chemical-Mechanical Engineering, and Computer Programming.
- Focus: Product Physical Features, Product Testing Measurements, and Engineering Specifications.

CERTIFICATIONS

The American Society for Quality (ASQ) Wisconsin, USA. 10/2023-Present

- Certified **Quality Engineer (in Progress...)**.

The American Society of Manufacturing Engineers (SME) Michigan, USA. 10/2023-Present

- Certified **Manufacturing Engineer (CMfgE) (in Progress...)**.

Management and Strategy Institute Accreditation Pennsylvania, USA. 06/2023-10/2023

- **Business Management and Project Management** Essentials Certification (**BM-PMEC™**).

International SIX SIGMA Institute Wollerau, Switzerland. 05/2023-10/2023

- **Lean Six Sigma MASTER Black Belt** Certification (**CSSMBB™**).

International Organization for Project Management Institute Wollerau, Switzerland. 04/2023-10/2023

- **Project Quality Manager** Accredited Certification (**PQMAC™**).

Expertise: Lean Manufacturing, Good Manufacturing Practices (GMPs), Manufacturing Continuous improvement, Manufacturing Management, Production & Quality Management, Project Management, Time & Team Management, Leadership, Product Testing, Inspection, Geometric Dimensioning & Tolerancing, and Precision Engineering.

Equipment: Spectroscopy, Oscilloscope, Volt/Multimeters, Controllers, switches, Interlocks, Drivers, Servers, Sensors, Pumps, Leak Detectors, Heaters, Motors, Compressors, Reactors, Reservoir, Robots, and Calibration & Mechanical Tools.

Computer: Microsoft Office/Project, Excel, Word, PowerPoint, Minitab, CAD, and Python.

INTERNSHIP EXPERIENCE

Ibn Zohr University – College of Science Agadir, Morocco

Undergraduate Researcher, Department of Industrial Chemistry 09/2017-06/2018

- Researched Industrial Chemistry Applications, Process Control, and Chemical Manufacturing.
- Applied Modern Algorithms in Manufacturing processes and Industrial Chemistry.
- Performed Statistical Quality Engineering and Statistical Process Control.

Africa Auto Distribution, LLC Mohammedia, Morocco

Engineering Technician 09/2016-09/2017

- Worked on Advanced Hybrid Automotive Engine, and Electromechanical Systems.
- Worked on Automotive Electronic Systems, Wiring Systems, and Engine Maintenance.
- Trained in Quality, Manufacturing, Safety Engineering, and Use of Robotics.

CARREFOUR, LLC Agadir, Morocco

05/2016-09/2016

Sales Operations Assistant

- Provided effective administrative and support to the Operations team for all operational projects.
- Monitored operational sales performance and prepared and submitted sales records and reports.
- Assisted with the implementation of new operational procedures and processes to boost sales.

INDUSTRIAL EXPERIENCE

LEONI Wiring Systems, Inc Casablanca, Morocco

Quality and Production Operations Manager

08/2021-09/2023

- Directed manufacturing operations, production systems, and production analysis to maximize productivity and developed effective manufacturing cost saving solutions.
- Supervised and Provided manufacturing leadership for production line team leaders and supervisors to update assembly operations and reliability testing procedures.
- Applied Lean Manufacturing, Six Sigma tools, continuous improvement, Statistical Quality Control, and Process Control to eliminate defects and maximize production rate.
- Provided technical support and implemented acceptance & qualification test, investigated inspection procedures, FMEA, root cause analysis, and product geometry and tolerances.
- Developed work instructions, equipment setup and operating procedures while adhering to safety, product quality, and geometric specifications and monitored parts flow and bottlenecks.
- Trained and developed staff knowledge and ensured that customer service standards are met.

Quality Control Team Leader.

06/2020-08/2021

- Performed Software and Hardware testing, calibration, and validation of automotive electronics, vehicle devices, components, accessories, and advanced manufacturing of wiring systems.
- Worked from schematics, diagrams, written and verbal descriptions, layouts or plans to perform advanced testing and troubleshooting in electrical and mechanical systems and sub-systems.
- Designed and implemented methods and procedures for inspecting, testing, and evaluating the precision and accuracy of products and/ or production equipment through SPC, QA, and QC.
- Used data acquisition equipment and other instrumentation to record and sustain metrology for process control and analyze test data for better performance.
- Validated wiring tests, integrated, deployed, and maintained systems on the production line.
- Monitored team performance and provided corrective actions and solutions when necessary.

Africa Auto Distribution, LLC Mohammedia, Morocco

Sales Associate Manager

05/2019-06/2020

- Maintained transparency and high ethical standards while dealing with our customers and ensured a high quality, effective and professional experience to the teamwork and sales services.
- worked with the management team to follow up with customers to achieve high sales volume, sales expectations, and meet customer requirement, service, standards, and satisfaction.
- Served as the primary communicator interface to the customers, before, during and after service and coordinated with the service manager for repairs or maintenance requested by our clients.
- Ensured new vehicle is made ready for delivery, including the installation of all accessories requested by our customers/buyers.
- Ensured that clients' questions and problems are addressed properly in time and provided customers with an exceptional experience by going above and beyond their expectations.
- Ensured customers satisfaction and built long-term relationships, business contracts, and referrals.

Service Engineering Manager

06/2018-05/2019

- Managed office operations and ensured quality of work and performance meets customer needs and manufactures engineering specifications.
- Supervised employees and ensured operations are running efficiently and effectively and developed customers estimates and work orders and assigned tasks to service engineering technicians.
- Ensured all equipment is fully operated and in good working condition and technicians have the resources needed to do their job.
- Conducted quality control checks, diagnosis tests, and inspected automotive computers, mechanical components, and electrical systems in accordance with manufactures specifications.
- Complied with all state and local regulations that affect shop operations, such as handling and disposal of hazardous waste, OSHA, and use of safety and health personal protective equipment.
- Managed store inventory and ordering of stock and assisted in budgeting and sales forecasting.

Work Attitude: Eager to learn new programming, software, and technologies based on needs.

Interests: Written and Verbal Communication, Public Speaking, Networking, and Technology.