

## **Nazly Salah El Din Abdel Latif Zaazou**

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### **Summary:**

With over than 23 years of experience in aviation field together with successful strategies, plans and projects presented which have exceeded expectations, resulted in a remarkable improved performance of notable returns, quality and safety. Added, scientific experiences in manufacturing, business or service sector increased motivation and ambition towards a continuous and sustainable performance by attaining the correct and presentable position within a challenging academic career

### **Objective:**

Seeking a suitable and proper position within a challenging career, in which my studies, experiences, background and other skills are well developed and utilized.

### **Education:**

- A. PhD (Academic Doctorate) in Business Administration, Production and Operations Section, Faculty of Commerce, Ain Shams University, Cairo, Egypt 2020. Dissertation Registered: Improving Operational Performance Through Supply Chain Inventory Management (SCIM), applied on Egyptian Pharmaceutical Sector. Dissertation Defense Date: 11<sup>th</sup> of June 2020.

### **N.B.:**

**Dissertation paper: “The Impact of Supply Chain Inventory Management (SCIM) on Operational Performance applied on Pharmaceutical Sector”, was accepted to be presented at a yearly conference in (The American Society for Competitiveness), held at Washington, D.C (21-23/10/2021).**

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**JULY 2015 – JUN 2016:**

**Ain Shams University**

**Faculty of Commerce**

**Egypt**

**Finishing Doctorate Introductory Studies – PhD requirements**

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***Training Programs & Courses during the period of PhD:***

- 1- Certificate in Leadership Program, Egyptian for Training, Development and Consultation (ETDC).
- 2- Business Administration Diploma, (Training Program 100 hours, Grade: Excellent)  
Federation of Arab Teachers  
The Arabic Institute for Studies  
Approved by Ministry of Egyptian Affairs and Egyptian Consulate.
- 3- Certificate for the completion requirements of Business Administration Professional Program, (ETDC) → **Leadership & Project Management.**

**B. MBA (Master) in Total Quality Management (M.Q.M), Arab Academy for Sciences, Technology & Maritime (AASTM), Cairo, Egypt, 2012. Thesis Registered: Evaluating quality of service to reach customer satisfaction and loyalty, applied on Aviation Field, with grade: excellent.**

**C. B. Sc. of Management Sciences, Computer Science & Information Systems, Sadat Academy for Management Sciences, 1990-1991. Research: System analysis for personnel hierarchical structure, applied on Gillette Industry, with grade: excellent.**

**D. Schools:**

- a. KG till Primary: Cleopatra School (Ex-Woodley).
- b. High School: English School (El-Nasr), Science Section.

***Conferences & Workshops, 2017-2018:***

- 1- Annual Conference for Education Development, 17-19<sup>th</sup> of December, 2018, Ain Shams University.
- 2- Strategic Planning Workshop, 10<sup>th</sup> of December, 2018, Ain Shams University.
- 3- Annual Conference for Risk Issues, 24<sup>th</sup> of November, 2018, Faculty of Commerce, Ain Shams University.
- 4- Importance of Knowledge Bank Workshop, 12<sup>th</sup> and 13<sup>th</sup> of November, 2018, Faculty of Commerce, Ain Shams University.
- 5- Project Management Professional Program, (American-Canadian Board), November 2018.

## **Work Experience:**

**OCT 2015 – 2021**

**Nile Delta Software**

**Egypt**

**Job Title: Project Consultant & Business Development**

**JUL 2010 – JUNE 2015:**

**Smart Aviation**

**Governmental Aviation Business Sector**

**Ministry of Civil Aviation**

**Job Title: Technical Operational Research Manager**

- **Airline Courses:**

**Courses at Egyptian Civil Aviation Authority (ECAA):**

- 1- Safety Management System Course, Year 2012.
- 2- Human Factors Course, Year 2011.

**JUL 2007 – JUNE 2010:**

**Euro-Mediterranean Airlines (Air-Italy)**

**Egypt-Italy**

**Job Title: - Chief Internal Quality & Safety Auditor**

**- International Organization for Safety & Audit (IOSA) Project Manager,  
Quality & Safety Department.**

- **Airline Courses:**

**Courses at Egyptian Civil Aviation Authority (ECAA):**

- 1- Basic Indoctrination Course, (Maintenance Engineering Airlines course), Year 2009.
- 2- Safety Management System Course, period from 10.05.2009 till 12.05.2009.
- 3- Internal Auditor Training Course, Egypt Air from 15.06.2008 till 19.06.2008.

- **Internal Duty Trips:**

- 1- Audit works together with Egyptian Civil Aviation Authority inspection committee, at Sharm El Sheikh Station, from 09.10.08 to 11.10.08.
- 2- Internal Auditing and inspection, at Sharm El Sheikh Station, from 25.08.08 to 27.08.08.
- 3- Internal Auditing and inspection, at Hurghada Station, period from 31.07.08 to 03.08.08.

- **External Duty Trips:**

- Internal & External (Airport) Auditing together with the Egyptian Civil Aviation Authority inspectors, done at both Air Italy, Milano (MXP) office, and Ground Handling Agent office, Milano (MXP) Airport, from 25.05 till 29.05.2009.

**MAY 1997 – APR 2004:**

**Lotus Air**

**Charter Airline**

**Egypt- Kuwait**

**Job Title: Flight Dispatch Administration Officer**

**Air Navigation Department**

- **Airline Courses:**

- Load & Control Trim Training Course, Lotus Air Class, November 2001.

- **External Duty Trips:**

- Training Course in (P.E.P, RTW & FCOM) at Airbus Industrie, Toulouse, France, from 11 - 12.06.03

**1995-1996:**

**APIC, Tarek Nour Telecommunications**

**Egypt**

**Job Title: Conferences Coordinator - APIC**

**1990-1995:**

**Trainee at: Egyptian National Bank (AL Sebaa, Heliopolis Branch);**

**City First Tourism Organization;**

**Consultant & Training Companies;**

**FINBI, Consultant Company**

**Activities & Skills:**

**Training Programs & Courses:**

1- Training Consultant Program (T.O.T Renewal Program), Egyptian for Training, Development and Consultation, 2019.

2- Business Administration Diploma, (Federation of Arab Teachers. The Arabic Institute for Studies, approved by Ministry of Egyptian Affairs and Egyptian Consulate, 2018.

3- Certificate of Project Management Professional Program, approved by the American-Canadian Board.

4- Leadership Program, Egyptian for Training, Development and Consultation (ETDC), 2018.

**Other Skills:**

- **Teaching** Basic Indoctrination Course for Lotus Staff, Lotus Air Class, November 2001.

**Other Courses & Certificates:**

- 1- Certificate in IELTS, approved on September 2017, British Council.
- 2- Certificate in TOEFL, approved on 2016, Ain Shams University.
- 3- Training of Trainers T.O.T, (ASFEC), Training Program approved by Ain Shams University, December 2015.

**General Courses:**

**1- Cour De Francais Sepciale**, Centre Francais de Culture et de Cooperation (CFCC). Le Caire, Egypte. Niveau B1 du Cadre Europeen, 2007, Niveau 10<sup>ieme</sup> du Cadre Europeen, 2006.

**2- Office 97 - General Diploma.**

**3- Programming Certificate.**

**Professional Experiences & Skills:**

- 1- Developing skills, a course issued by Ministry of Communication and Information Technology Services, year 2007. (Without certificate of attendance).
- 2- XP Professional & Advanced Related Software Packages.
- 3- Operating Systems.
- 4- Database.
- 5- Spreadsheets.
- 6- Microsoft Office Programs.
- 7- Computer Maintenance.
- 8- Excellent command of most Microsoft products and job related software.

**Languages:**

- A. Arabic, Mother Tongue.
- B. English, Fluent.
- C. French, V. Good.
- D. Quick Learner

**Interests & Hobbies:**

A. Travelling.

**B. Music:**

Studied Traditional Harmony, Orchestration & Piano.

**References:**

A. Valid Passport.

B. Rest of papers will be furnished upon request.

**Personal Data:**

**Date of Birth:** 20<sup>th</sup> May, 1968

**Place of Birth:** Cairo, Egypt

**Religion:** Moslem

**Nationality:** Egyptian

**Mobs.:** 0100 11 770 13 - 011 450 17 110