

# Dina Salah El-Serry

Nationality: Egypt Date of birth: 30 Jan 1987

## PERSONAL DATA

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Full Name: Dina Salah El-Serry  
Date of Birth: 30 Jan 1987  
Marital Status: Married

## CONTACT INFO

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## Objectives

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Utilizing and enhancing my skills and qualifications through a big organization which encourages continuous education and development of its employees, and through which I can interact and work efficiently in a dynamic environment to prove myself.

## PROFESSIONAL EXPERIENCE

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### **Sep 2024 to Present Quality Assurance & Compliance Section Head at Royal Cosmetic Co.**

- ) Lead and mentor the QA teams, providing guidance and development opportunities.
- ) Set clear objectives and KPIs for the teams to ensure quality goals are achieved.
- ) Coordinate training for team members on quality assurance and compliance requirements.
- ) Responsible for all QA systems and infrastructure at Royal cosmetics.
- ) Raise a quarter Report for GM.
- ) Develop and implement QA processes to ensure compliance with quality standards and customer requirements.
- ) Oversee the creation and maintenance of quality management systems (QMS) in line with ISO 9001 and other relevant standards.
- ) Lead internal and external audits and ensure corrective actions are implemented.
- ) Work with cross-functional teams to develop and implement quality improvement initiatives.
- ) Participate in define company vision and its objectives
- ) Spearheaded the development and execution of quality assurance strategies aligned with organizational goals.

### **Achievements**

- ) Successfully led Vanish Project.
- ) Successfully led audits (MOH Kenya- MOH Egypt Cos GMP – ISO Certification body for 9001-14001-45001-22716) with zero critical non-conformity.

**April 2019 to Aug 2024 Senior Quality Assurance Coordinator at Royal Cosmetic Co.**

- ) Responsible for analysis data for Management Review Report
- ) Develop in-house software for integrated management system, which includes change control management, training, deviation, complaints, audits and Management review with IT Department.
- ) Responsible for Change Management System
  - Develop Change Management Protocol
  - Define Impact Assessment team
  - Define Impact Assessment for change
  - Follow up change requirements
- ) Responsible for Internal audit system.
  - Develop internal audit plan
  - Create check lists
  - Conduct audits
- ) Training for new members in QA department
- ) Analysis and review departments KPIs
- ) A key member in obtaining the company's ISO certificates (9001/14001/45001/22716)

**Achievements**

- ) Successfully leaded software project for integrated management system.

**Feb 2009 to March 2019 Quality Assurance Coordinator at Royal Cosmetic Co.**

- ) Document Controller
  - Establish/Amend Procedures
  - Review and approved documents (Technical Manuals – Procedures – Forms)
  - Distribute copies for Departments
  - Control Issues of external origin
- ) Responsible for customer complaints system.
  - Arrange investigation team
  - Prepare investigation tools for the complaints
  - Record investigation steps, root cause, action plan and follow up for actions
- ) Responsible for validation system.
  - Establishing protocols for validation.
  - Develop Validation Master Plan
  - Develop Validation Protocols
  - Analysis data for validation
- ) Responsible for Calibration system.
  - Review Calibration Master Plan
  - Review Calibration Certificates
  - Responsible for recall system.
  - Conduct mock recall process
  - Develop records needed for recall
  - Follow up for actions
- ) Responsible for batch release.
  - Review Batch Production Record
  - Review Packaging Production Record
  - Review Process Parameter record
  - Review online inspection sheet
  - Review Certificates of analysis

**Achievements**

- ) Successfully leaded reduction cost project for documentation system.
- ) Successfully Improve QA system.
- ) Successfully initiate personal care factory system to be fulfil with pharmaceutical GMP requirements.
- ) Successfully pass audit from RB vs its Global Manual with rate green.

## EDUCATION

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2004 - 2008 Bachelor in production engineering and mechanical design Department  
Faculty of Engineering, Suez Canal University, Egypt  
Overall Grade: Good (69.75%)

## Graduation Project

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**Project Name:** Bending of tubes

**Project Grade:** Excellent

**Description:** The project clarifies how bend tubes without makes any deformation for the tubes.

## CERTIFICATES and Courses

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- ) Lead Auditor 9001 – Intertek – 2024
- ) Internal audit for ISO 9001:2015 – QMS – 2023
- ) Internal audit for ISO 14001:2015 – QMS – 2023
- ) Internal audit for ISO 45001:2018 – QMS – 2023
- ) ISO 9001: 2015 QMS – DNVGL – 2016
- ) ISO 14001:2015 EMS – DNVGL – 2016
- ) Awareness in Lean Manufacturing – SGS – 2015
- ) Good Manufacturing Practice (GMP) foundation Training course – Eco Trust Corporation – 2010
- ) Good Laboratory Practice (GLP) Training course – Eco Trust Corporation – 2010
- ) Validation Training Course – Eco Trust Corporation – 2010
- ) ISO 9001: 2008 QMS – Millennium – 2009
- ) ISO 9001: 2008 QMS Internal Auditors – Eco Trust Corporation – 2009
- ) OHSAS 18001:2007 OH&SMS – Millennium – 2009
- ) OHSAS 18001:2007 OH&SMS Internal Auditors – Eco Trust Corporation – 2009
- ) ISO 14001:2004 EMS – Millennium – 2009
- ) ISO 14001:2004 EMS Internal Auditors – Eco Trust Corporation – 2009
- ) ISO 22000:2005 FSMS – Millennium – 2009

## LANGUAGES

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- ) Arabic (native)
- ) English (Excellent)

## References

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- ) Will be furnished upon request