

# DINA ELAYAN

## SUMMARY OF PROFESSIONAL EXPERIENCE

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- Over 22 years of successful working experience. 12 of them are in international organizations with related experience in Quality Management and Processes Improvement, Maintenance Management, Supply Chain Management, Procurement, Inventory Control, and Parts/Machines management, 7 years in the Pharmaceutical Industry and 4 years in the Telecommunication Industry. Held the position of Planning and Supply Manager at Orange Telecom-Jordan for 3 years.
- Teaching Industrial Management and Maintenance Management Courses in German Jordanian University, since Sep 2010.
- Conducted number of training courses in Maintenance Management, Spare Parts Management and Inventory Control.

## LANGUAGES

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- Arabic: Mother Tongue
- English: Fluency in written and Spoken

## EDUCATION

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**1999- 2002, University of Jordan**

**Amman- Jordan**

***M.Sc. Industrial Engineering/Management***

- Theses theme was building Knowledge Management System covering, but not limited to, Maintenance Processes and Procedures, Failure Analysis, and Spare Parts Procurement for all machines at Hikma Pharmaceuticals.
- GPA: 3.94/4
- Top of class, rating excellent

**1993- 1998, University of Jordan**

**Amman- Jordan**

***B.Sc. Chemical Engineering***

- Graduation project theme was designing a municipal solid waste treatment plant using anaerobic digestion.
- GPA: 3.74/4
- Top of class, rating excellent

**1993, UAE Educational Secondary Certificate (Tawjihi)**

GPA: 96.9/ 100

## WORK EXPERIENCE

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**Sep 2015 till now, German Jordanian University**

**Amman- Jordan**

***Industrial Professor, School of Applied Technological Sciences***

- Teaching in both Industrial Engineering and “Mechanical and Maintenance” Engineering Departments.
- Courses taught include: Operations Management, Production Planning and Inventory Control, Maintenance Management, Spare parts management and Inventory Control, Managerial Accounting, Probability and Statistics, Quality Management, Statistical Quality Control, Supply Chain Management, Engineering Economy and Engineering Workshop.
- Conducted number of training courses in Maintenance Management, Spare Parts Management and Inventory Control for pharmaceutical companies.

**Sep 2010- Sep 2015, German Jordanian University**

**Amman- Jordan**

***Lecturer, School of Applied Technological Sciences***

- In addition to teaching the above-mentioned courses, acted as Academic Exchange Officer (for two years), contact with German Partner Universities.

**Aug 2007- Sep 2010, Jordan Telecom Group JTG (Orange)**

**Amman- Jordan**

***Planning & Supply Manager***

The position main responsibilities, includes but not limited to:

- Managing, leading and motivating the Planning and Supply Team by setting objectives, monitoring performance, coaching and facilitating assigned tasks in order to achieve timely effective results and ensure commitment to the consistent high performance.
- Following up with France Telecom Group FTG to ensure that the best supply chain practices are met at the local level.
- Established the Supply Chain Department Procedures.
- Played a role in merging the supply chain activities within the group to achieve optimized processes (forecasting, replenishment, inventory management) where potential increase in products availability is foreseen.
- Participated in the design and implementation of FTG global Supply Chain Improvement Core Solution SCICS.
- Involved in the requirement analysis for Oracle Financial- Inventory Management Module. Also a key user for the Oracle Financial.
- Member of Products Committee: involved in products and suppliers selection.
- Forecasting demand for different telecom products, as well as conducting Material Requirement Planning.
- Managing the follow-up on production and delivery plans with suppliers as well as measuring and monitoring suppliers' performance.
- Creating and maintaining item master files in Oracle.
- Managing packaging and activation processes in coordination with other departments.
- Supervising the receiving process of items in Oracle.
- Planning replenishment orders for all Orange shops based on sales/stock analysis (Push Model).
- Managing stock movements between shops. As well as managing items return from sales channel to the warehouse.
- Managing and controlling physical material issuance for all telecom products (commercial and technical) from warehouses to all distribution channels (Distributors, Point of Sales, Shops and other sales channels)
- Supports Sales department with promotion planning and items availability.

- Analyzing Quality/Cost Issues related to Inventory & Supply Management, to optimize processes, increase efficiency, introduce a positive financial impact and achieve the optimum level of management and customer satisfaction.

**Aug 2006- Aug 2007, Jordan Telecom Group JTG (Orange)**

**Amman- Jordan**

***Quality Management Systems & Business Processes Development Section Head***

The position main responsibilities included but not limited to:

- Managing the development; improvement and maintenance of Quality Management Systems QMS.
- Introducing effective process Performance Measures KPI for necessary enhancements and monitoring of developed processes.
- Managing and carrying out compliance audits on business processes and QMSs supported with controlled follow up on the corrective and preventive action status.
- Assisted in the establishment of the Sourcing Department policies and procedures.

**Mar 2004 – Mar 2006, Hikma Pharmaceuticals Group**

**Amman- Jordan**

***Purchasing Engineer***

The position main responsibilities included but not limited to:

- Purchasing all machines and spare parts required. This included: Floating RFPs, quotation analysis, suppliers' negotiation and selection, issuing purchase orders, follow up with supplier on delivery plans. As well as periodic suppliers evaluation.
- Procuring all machinery for a new plant in Algeria, this included: preparing the budget and specifying required machines' capacities and specifications in addition to the sourcing process.
- Involved in the requirement analysis for the SAP system to be implemented for the Purchasing Department.

**Aug 2001 – March 2004, Hikma Pharmaceuticals Group**

**Amman- Jordan**

***Improvement Engineer***

The major projects accomplished while in this position are:

- Building a knowledge base KB for all machines in Hikma four Plants. The KB included general machine information on failures, preventive maintenance, capacity, spare parts, purchasing, and Standard Operating Procedures SOPs.
- Introducing an inventory control system for spare parts, this in turn minimized maintenance downtimes.
- Reduced the number of SOPs in the organization by 30% through an optimization Project.

**Jan 1999 – Aug 2001, Hikma Pharmaceuticals Group**

**Amman- Jordan**

***Quality Engineer***

The position main responsibilities included:

- Conducting daily Quality Assurance activities including batch release, acceptance sampling, daily rounds, line clearance, conducting quality circles and overall assurance of operations adherence to current Good Manufacturing Practices cGMPs.
- Conducting periodic Quality Audits and reviews including drug batch reviews and analysis, performing internal audits, follow up on implementation of corrective and preventive actions required.
- Controlling and updating Standard Operating Procedures SOPs.

**Jul 1998- Jan 1999, United Group Consultants**  
**Technical Consultant**

**Amman- Jordan**

- Was involved in preparing client organizations for ISO 9001 Certification.

## **SKILLS**

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- Computer skills (Windows, MS Office "Word, Project, Access, Visio and Excel", SPSS, Protégé 2000).
- Communication skills.
- Leadership, monitoring and coaching skills.
- Organization and time management.

## **TRAINING COURSES & WORKSHOPS**

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- "Microsoft Access 2003" - JTG Training Center, 2007.
- "Kaizen two weeks Workshop"- Hikma Pharmaceuticals, 2005.
- "Finance for Managers and Engineers"- Global Strategies Research and Development, 2004.
- "Business Report Writing Workshop"- Hikma Training Center, 2002.
- "Java Programming Structure" – Computer and Communication Systems, 2002.
- "ISO Orientation Training Course"- United Group Consultants, 1998.

## **MEMBERSHIPS**

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Member of the Jordanian Engineering Association since 1998

## **REFERENCES**

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Available upon request