

# Mohammed Abdulqader

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## SUMMARY

From service to supply chain, I deliver excellence at scale:

I can say that I'm:

Leader: Trained teams, increased satisfaction 15%+ (Head Waiter, Store Manager).

Artisan: Mastered roasting, QC, and sustainability - reduced waste 10% (industrial production).

Operator: Streamlined B2C/warehouse operations with 95% on-time delivery (paperless systems).

Adaptable: Excelled in fast-paced roles from cafes to clinics - always raising the bar.

I combine passion with precision and quality assurance.

## EXPERIENCE

### Roast Assistant & Quality Control

02/2022 - 08/2024

Industrial Coffee Standards

Assisted in roasting, blending, and packaging operations, ensuring consistent product quality for bulk coffee production.

Performed quality control checks (moisture, density, defects), maintaining 100% compliance with industry standards.

Pioneered paperless workflows (digital QC logs/order tracking), reducing waste and improving audit efficiency by 30%.

Optimized roast profiles and batch tracking, reducing waste by 10% while preserving flavor integrity.

Supported packaging efficiency, meeting daily output targets without compromising freshness or shelf life.

Obtained 2 certificates of HACCP & ISO 2200 foods and beverages in less than 1 year.

### B2C Orders Coordinator

02/2022 - 01/2023

Industrial Coffee Standards

Processed and tracked direct-to-consumer coffee orders, achieving 95% on-time delivery for e-commerce sales.

Resolved customer inquiries and logistics issues, boosting satisfaction scores by 15%.

Implemented order-tracking systems, improving transparency and reducing support requests by 25%.

### Warehouse Coordinator

01/2021 - 01/2022

Industrial Coffee Standards

Managed inventory, storage, and logistics for roasted coffee batches, ensuring 99% accuracy in stock levels.

Streamlined warehouse workflows, reducing fulfillment delays by 20% through optimized organization.

Coordinated with production and shipping teams to maintain seamless bulk order operations.

### Head Waiter & Barista

01/2021 - 07/2021

ASH Cafe and Roastery

Led front-of-house operations, trained the staff, and ensured exceptional guest experiences in a specialty coffee environment.

Mastered espresso techniques, brewing methods, and flavor profiles—elevating coffee service standards.

Boosted customer retention by 20% through personalized recommendations and latte art engagement.

Streamlined order workflows, reducing wait times by 25% during peak hours.

**Chef Helper** 01/2020 - 12/2020  
ASH Cafe and Roastery  
Assisted head chef in food prep, ensuring timely and efficient meal production during peak hours.  
Maintained strict kitchen hygiene standards, contributing to 100% compliance with health inspections.  
Optimized ingredient organization, reducing prep time by 15% and minimizing waste.  
Collaborated in plating and garnishing, enhancing dish presentation and customer satisfaction.

**Cashier** 03/2018 - 12/2019  
Dendeng Restaurant  
Processed transactions accurately, handled cash/POS systems, and balanced daily drawers with 100% accountability.  
Provided friendly, efficient service, improving customer satisfaction and repeat visits.  
Upsold menu items and promotions, contributing to increased sales.  
Maintained a clean, organized checkout area for smooth operations.

**Assistant Store Manager** 08/2017 - 01/2018  
Happy Pet Clinic  
Managed daily operations, inventory, and retail sales in a fast-paced veterinary clinic.  
Served as a translator between veterinarians and pet owners, ensuring clear medical communication.  
Boosted client satisfaction by resolving concerns and guiding treatment/product decisions.  
Assisted staff scheduling, training, and workflow improvements for better clinic efficiency.

## EDUCATION

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**Public Administration** 03/2013 - 07/2017  
University of Bahri - Bachelor

## CERTIFICATES

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**PMP** ↗ 10/2024 - Present  
Dar Alruaa for Training

**Roast Control** 08/2024 - Present  
Industrial Coffee Standards Factory  
Mastered:  
Roast profiling, quality control, and batch consistency for specialty coffee production.  
Made data-driven adjustments to optimize flavor, reduce waste (10%), and meet ISO/SCA standards.

**OSHA Training - 2024** ↗ 04/2024 - Present  
The Miran Center for Training  
Safety Awareness: Enhances recognition of workplace hazards and safe handling methods.  
Regulatory Compliance: Ensures adherence to OSHA safety standards and legal requirements.  
Accident Reduction: Lowers workplace injuries through preventive measures.  
Productivity Boost: Safe environments improve employee morale and work quality.  
Cost Savings: Reduces accident-related expenses (compensation, fines, downtime).

**Quality Management in Food and Beverage Establishments** 03/2024 - Present  
Unlimited Education Center for Training  
Know the quality standards, fundamentals, requirements, and compliance protocols.

Understand the stages and levels of quality achievement in food/beverage facilities.

Prepare, review, and implement quality control procedures, ensuring high-standard compliance.

Training covering:

Front-of-house (reception, customer service)

Back-of-house (kitchens, safety protocols, food storage/purchasing)

End-to-end service standards (food safety, presentation, post-sales support).

**Lean Six Sigma ( Green & Yellow ) Belts** ↗

05/2022 - Present

Exclusive Technology Training Center

Full understand:

Historical Evolution of Quality Management Standards.

Core Terms & Definitions in Quality Management.

Known the Methodologies & Applications of TQM Systems.

Apply quality performance metrics for the organization.

**L A N G U A G E S**

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English

Fluent

Arabic

Native