



# Mabelle Al Helou

Food Safety & Quality Control  
Manager

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An accomplished Food Safety & Quality Control Manager, bringing 8+ years of hands-on experience in F&B and retail industries. Proficient in leading teams to ensure compliance with food safety protocols such as HACCP, ISO 22000, and ISO 9001. Proven record of successful audits, managing vendors, and ensuring high-quality standards across operations. Known for an analytical approach to problem-solving and strong decision-making abilities. Acquired highly developed sets of skills with a proven ability to manage personnel and programs, improve processes, and accomplish objectives regardless of budget cuts and time constraints. Exceptional communicator, skilled at developing highly productive relationships. Demonstrate leadership in communicating business goals, program objectives, and processes for the functional business segment. To secure a position that will utilize my organizational abilities and educational background and be an active part of the company in achieving its goals.

## SKILLS

- Food Safety Management
- Quality Control
- Operations Management
- Sampling Management
- Client Relations
- Audit Management
- Procedure Development
- Maintenance Coordination
- HACCP, ISO 22000, ISO 9001 Compliance
- Non-Conformities Management
- KPIs Monitoring
- HR Management
- Risk Management
- Problem Resolution
- Records Management
- Performance Analysis
- Vendor Management
- Workflow Management
- Team Leadership

## WORK EXPERIENCE

### Quality Management System Consultant (Freelance)

Basilky S.A.R.L

09/2021 - Present

Lebanon

#### Achievements/Tasks

- Guided the organization to align with ISO 9001:2015 standards, resulting in the successful certification.
- Conducted comprehensive internal audits, ensuring adherence to the standards.
- Coordinated audit schedules and resources, coupled with managing detailed audit documentation for enhanced efficiency.
- Communicated critical audit findings to the management team, driving informed decision-making and improvements.
- Delivered specialized training on ISO 9001:2015 standard, fostering enhanced understanding and compliance.

### Quality & Food Safety Manager / Private Label Quality Manager

Carrefour Head Office (HO) - Majid Al Futtaim Retail

09/2022 - 05/2023

Lebanon

#### Achievements/Tasks

- Developed and implemented a comprehensive training program for the Quality team, Store, and HO Managers.
- Played a pivotal role in ensuring the effective implementation of the Food Safety Management System (FSMS).
- Actively updated the FSMS in line with new industry regulations or operational requirements.
- Led the management and coordination of external audits of stores and fresh food suppliers to ensure compliance.
- Executed thorough internal audits of stores and fresh food suppliers, identifying areas of improvement.
- Managed a diverse range of service providers, including those responsible for auditing, lab analysis, and chemicals.
- Conducted an in-depth analysis of consolidated data from customer complaints and non-conformities.
- Regularly updated managers on Key Performance Indicators (KPIs), ensuring alignment with strategic goals.
- Assisted the commercial team in selecting suppliers for private brand development, ensuring optimal product quality.
- Meticulously verified and approved final products for private brands, maintaining high quality standards.

## WORK EXPERIENCE

### Quality & Hygiene Officer

Carrefour Hypermarkets - Majid Al Futtaim Retail

06/2020 - 09/2022

Lebanon

#### Achievements/Tasks

- Led regular internal audits and daily food safety inspections across Carrefour Hypermarkets, ensuring stringent compliance.
- Conducted monthly food safety inspections in Supermarkets, ensuring consistency in food safety standards.
- Played an instrumental role in the effective implementation of FSMS across operations through comprehensive training.
- Managed the critical task of food sampling and the execution of Prerequisite Programs, ensuring product safety.
- Handled customer complaints with professionalism, performing root cause analysis and implementing corrective actions.
- Assisted in the smooth conduct of external audits, ensuring complete adherence to set standards.
- Led the HACCP team, and gathered and verified suppliers' quality documents, ensuring product quality and safety.

### Quality Executive / Human Resources Executive / Customer Service Representative / Maintenance Coordinator

Groovy S.A.R.L

03/2015 - 06/2020

Lebanon

#### Achievements/Tasks

- Conducted regular site visits and audits, ensuring compliance and identifying potential improvements, contributing to better alignment with food safety standards for restaurants, central kitchen, catering sites, and a pub.
- Updated and implemented ISO 22000:2005 FSMS, leading to significant improvements in food safety and quality.
- Handled HR functions and payroll management, facilitating efficient operations and timely remuneration.
- Managed non-conformities through effective root cause analysis and corrective actions, ensuring regulatory compliance.
- Collated and analyzed performance data for management reporting, and streamlined recruitment processes.

## EDUCATION

Bachelor of Food Technology, Al Kafaàt University (AKU), Lebanon (2012 - 2015)

## TRAININGS

Quality Management System (QMS) ISO 9001:2015 & Internal Auditing: Advanced Training - (05/2023)

Private Brand Development, MAF Corporate HO, UAE (03/2023)

IFS Food version 7 Industry Training (06/2022)

Internal Audits and supplier audits from IFS perspective (06/2022)

ISO 22000:2018 Transition Course (02/2021)

FSMS ISO 22000:2005 & Internal Auditing; Advanced Training (10/2016)

## TECHNICAL SKILLS

Microsoft Office (Word, Excel, PowerPoint & Outlook)

FSMS

## LANGUAGES

English

Arabic

French

## REFERENCES

Available upon request.