

# Mohamed Sheikh

Dubai, United Arab Emirates · +971 50 461 6905 · [mohamed.gh.sheikh@gmail.com](mailto:mohamed.gh.sheikh@gmail.com) ·  
<https://www.linkedin.com/in/sheikhmohd/>

## SUMMARY

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Experienced Quality Assurance professional with extensive knowledge in the diagnostics & pharmaceutical industries. Proven track record in ensuring top product quality, coordinating logistics across international stakeholders, & managing teams. Skilled in training, regulatory compliance, & using different systems to optimize operations efficiency.

**Strengths:** Quality Assurance & Control | Sales | Warehouse Management | Supply Chain Expert | Agile Teams

## WORK EXPERIENCE

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### **Roche Middle East – Senior Quality Assurance Specialist**

August 2012– Present

- Ensure the quality of product shipments met Roche's high standards, ensuring top quality delivery to end-users across 16 countries by coordinating logistics with various stakeholders, including airports, authorities, suppliers, and exporters, to maintain top quality of shipments using Roche Global monitoring practices.
- Delivered continuous training to employees on product handling procedures in receiving countries, enhancing their understanding and compliance with Roche quality standards.
- Collaborate with cross-functional teams and escalate cases to the global team in case of any damages, ensuring fast resolution and minimal disruption.
- Manage and report on the handling of 30,000+ material numbers, maintaining detailed records and ensuring accuracy.
- Reduce scrap rates by approximately 90% through strict quality control and effective planning within our local and international teams.
- Coordinate with regulatory authorities (DHA, MOH, and MOFA) to ensure compliance with local and international regulations.
- Evaluate and clear shipments upon arrival at their destination, ensuring they meet quality standards, and escalate any non-compliant shipments for immediate resolution, and follow up on any delays to ensure timely delivery.
- Expertise in Excel, MS Suite, Salesforce, and Roche-specific software (Rexis, Smartiva).
- Handle temperature loggers (TempTale) and utilize Sensitech software to monitor and ensure the proper shipping & storage conditions for highly sensitive products.

### **Al Razi Drug Store – Warehouse Manager**

March 1996 – July 2012

- Managed the distribution operations of medical products to hospitals and pharmacies across the UAE, ensuring timely and accurate delivery with a focus on quality control and regulatory compliance.
- Led a team of 12 employees, improving warehouse efficiency and productivity while maintaining high safety and operational standards.
- Demonstrated flexibility and dedication by working weekends to ensure smooth operations and meet critical deadlines.

### **Roa'a Pharmacy – Pharmacist**

Jan 1993 – March 1996

- Dispensed medications accurately and provided professional advice to patients regarding usage, side effects, and potential drug interactions.
- Managed purchasing, stocking, and inventory control of pharmaceutical products, ensuring regulatory compliance and efficient pharmacy operations.

## EDUCATION

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### **University of Santo Tomas**

*Master of Science in Pharmacy*

## SKILLS & TRAINING

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- **Software:** Excel – PowerPoint – Salesforce – Rexis - CRM
- **Soft Skills:** Flexibility – Critical Thinking – Customer Satisfaction - Problem solving- Proactive Mindset- Presentation- Time Management- Attention to Detail- Leadership
- **Certifications:** Certified by Ministry of Health & Prevention (UAE)
- **Languages:** Proficient in English and Arabic