

Mohammed Noora

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TOOLS FOR TRANSITION SAMPLE RESUME

Manufacturing Operations Supervisor

Confidential Automotive Manufacturer, 2013 – Present

Service Quality Programs Associate Manager, 2017 – Present

Quality Control Associate Manager, 2016

Quality Control Supervisor, Vehicle Drive Test, 2014 – 2015

Quality Control Supervisor, Plastics, 2013 – 2014

DEPARTMENT of DEFENSE CONTRACTORS, Pakistan

Confidential Security Force

Government service provider that supports national security and foreign policy for defense, diplomacy and international development

Lead Interpreter / Security Force Protection, 2012 – 2013

Provided communication and logistics support for civilian and military operations in high-stress, fluid work environments. Interpreted, translated and transcribed both written and spoken communication.

- Cross-trained in equipment with complex software that supported facility security for incoming and outgoing local and foreign nationals.
- Interviewed and screened over 400 multi-national personnel who were hired for operations positions.
- Researched and analyzed foreign language documents for key information.

Confidential Personnel Services

Translators, interpreters, cultural intelligence, training, and technical solutions in the Middle East, Africa, Asia and Europe

Assistant Site Manager Interpreter / Security Force Protection, 2010 – 2011

Hired, trained, and managed teams with as many as 150 direct/indirect reports in three separate locations for handling security of personnel, communications, equipment, facilities, and vehicles. Translated and interpreted to ensure proper handling of high confidential matters.

Corporate Experience

Confidential Company, Southern California, 2006 – 2009

Sales & Service Supervisor

Trained, managed and mentored small staff, while also handling individual job responsibilities. Hired as Call Receiver, promoted to Dispatcher, then promoted to Sales & Service Supervisor.

- Assisted in development of a telephone script to decrease handle time and improve customer service. Script is still being used nationwide.
- Received numerous performance recognition awards for excellence in customer service.

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Confidential Mortgage Company, Los Angeles, CA, 2004 – 2006

Senior Mortgage Supervisor

Managed staff of eight.

- Developed, tracked and scripted a new technique which doubled customer retention.
- Initiated a program to chart, monitor and improve the progress of low-performing agents.
- Consistently recognized for exceeding all personal quarterly goals with an average of 115%.

Confidential Retail Store, Los Angeles, CA, 2000 – 2004

Co-Owner

Wrote business plan for new retail store. Profitable business expanded to include online sales and a presence in national industry trade shows. Handled pricing strategies and product line development for imported products sourced internationally.

Worked with import officials, purchasing, vendor relations, logistics, inventory, merchandising, customer service, accounting, financial reporting, and employee relations.

Profile

Education

Confidential University, 2004

B.S., Organizational Communications / Mass Communications, minor Interpersonal Communications

International

Business Travel: Dubai, United Arab Emirates, Afghanistan, Switzerland, Poland, Ecuador, Pakistan

Languages: Fluent Dari, Pashto, Farsi; Conversational Spanish

