Baraah Al Nabulsi

Senior Quality Assurance Officer | Food Safety & Quality Management

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PROFESSIONAL SUMMARY

Food safety and quality assurance professional with 5+ years of QA/QC experience across food service, catering, and food production, supported by a background in nutrition. Currently working as a Senior Quality Assurance Officer for PROSTO, supporting food safety systems across a central production facility and five restaurant branches. Experienced in ISO 22000-aligned food safety management systems, HACCP, GMP/GHP, internal audits, SOP development, risk-based inspections, corrective actions, temperature control, supplier oversight, and staff training. Focused on practical compliance, consistent operations, and continuous improvement.

CORE COMPETENCIES

Food Safety Systems: ISO 22000 | HACCP | Food Safety Management Systems (FSMS) | GMP | GHP | Prerequisite Programs (PRPs) | SOPs and SSOPs

Quality & Auditing: Quality Assurance (QA) | Quality Control (QC) | ISO 19011 Audit Principles | Risk Assessment | Internal Inspections | Nonconformity Management | CAPA | Root Cause Analysis

Food Operations: Restaurant and Central Kitchen Operations | Poultry Processing | Cold Chain and Temperature Monitoring | Sanitation Verification | Traceability and Recall | Allergen Control | Supplier Quality | Staff Training

Digital & Reporting: Quality Records and Checklists | Operational Reporting | Microsoft 365 (Excel, Word, PowerPoint) | SAP

PROFESSIONAL EXPERIENCE

Senior Quality Assurance Officer | Oct 2026 - Present

Mayorca | PROSTO Restaurants | Amman, Jordan

- Lead the development of ISO 22000-aligned procedures and HACCP-based food safety controls for the central production facility and five restaurant branches.
- Standardize SOPs and sanitation procedures for poultry receiving, cutting, marination, sauce preparation and packing, refrigerated storage, distribution, and branch operations.
- Establish monitoring and verification practices for cold-chain control, cooking and hot holding, hygiene, allergen management, and prevention of cross-contamination.
- Develop practical inspection checklists, traceability records, corrective action workflows, and internal audit tools to strengthen day-to-day compliance.
- Coordinate with production and branch teams on food safety inspections, employee awareness, training, and continuous improvement priorities.

Quality Assurance Specialist | Jul 2025 - Oct 2026

Bern Catering Company (RoboKtchn) | Amman, Jordan

- Performed food safety inspections and operational risk assessments across catering and central kitchen activities, identifying gaps and monitoring corrective actions.
- Supported ISO 22000 / HACCP readiness through procedures, monitoring records, audit preparation, and verification of food safety controls.
- Reviewed hygiene, storage, receiving, and temperature practices; documented nonconformities and communicated action priorities to kitchen management.
- Prepared quality reports, followed up on preventive and corrective measures, and supported staff awareness of food safety requirements.

Quality Assurance Specialist | Dec 2021 - Mar 2025

Betyi Group Company | Jordan

- Conducted quality assurance inspections and evaluated food products against internal standards and applicable food safety requirements.
- Supported audit activities, inspection reporting, investigation of quality deviations, and corrective action follow-up.
- Applied problem-solving and risk-based assessment to identify potential product quality and food safety concerns.

Quality Control Specialist | Oct 2020 - Oct 2021

Industries Al Bayrouty (JVF) | Jordan

- Inspected food products and documented quality control results to support consistent compliance with established specifications.
- Reported nonconformities and coordinated with relevant teams on corrective actions and quality improvement.

Nutritionist | Feb 2018 - Feb 2020

Weight Loss Center for Nutrition Consultants | Jordan

- Provided client-centered nutrition counseling and practical weight-management plans based on individual needs.
- Explained nutritional information clearly and maintained consistent client follow-up and professional communication.

EDUCATION

Bachelor of Science in Nutrition and Food Technology | 2013 - 2018

Jordan University of Science and Technology | Jordan

CERTIFICATIONS & PROFESSIONAL TRAINING

- Highfield Level 3 Award in Food Safety for Catering (RQF)
- ISO 22000 Food Safety Management Systems
- HACCP and Good Manufacturing Practices (GMP)
- ISO 9001 Quality Management Systems; ISO 19011 Auditing Guidelines
- Nutrition Training Certificate - Jordan Food and Drug Administration and Islamic Hospital
- British Professional Diploma in Nutrition, Sports and Exercise
- First Aid and Heartsaver CPR Course
- Practical Training - Al Mazraa Dairy Factory and Dijla Factory; King Abdullah University Hospital

ADDITIONAL INFORMATION

Languages: Arabic (Native) | English (Intermediate)

Mobility: Own vehicle available for travel between branches and operational sites.

Professional Activity: Contributed nutrition education content through Hayat FM Radio.