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PROFILE SUMMARY

I have over 15 years of experience in optimizing business operations, which has made a great contribution to my success across various areas and industries. My expertise includes data quality management, where I ensure the accuracy and reliability of data for informed decision-making, and data protection, focusing on compliance with regulations to safeguard sensitive information. I navigate compliance with quality systems, conduct risk assessments to identify vulnerabilities, and develop strategies to mitigate those risks. My commitment to health and safety has fostered safer workplace environments. I excel in fast-paced settings, promoting teamwork and integrating diverse perspectives. My skills encompass finance and administration, where I streamline operations, and supply chain procurement management, focusing on optimizing procurement strategies. With certifications in IOSH and NEBOSH IGC, I prioritize high safety standards. I am enthusiastic about process enhancements, continuously analyzing workflows to drive performance. I also engage in training and mentoring to empower team members, aiming for exceptional performance, and contributing to the long-term success of the organizations I serve.

LICENCES & CERTIFICATIONS

- NEBOSH International General Certificate IGC (awaiting Certification)
- IOSH Managing Safely Certificate
- Fire Warden in Fire Fighting and Prevention Methods
- First Aid for all Ages with CPR and AED
- Project Management (PMP)
- Integrated Management Systems (IMS) Lead Auditor
- ISO 9001 QMS - Lead Implementer
- ISO 9001 Internal Auditor - QMS
- ISO 45001 Internal Auditor - OH&S
- ISO 14001 Internal Auditor – EMS
- Cyber Security and Ethical Hacking

WORK EXPERIENCES

Muwaleh General Trading LLC (from July 2024)

Office Manager - Part time Contract

- Overseeing the daily operations of the office, coordinating meetings, and overseeing administrative tasks.
- Develop and implement office policies and procedures to improve efficiency and productivity.
- Develop procedures and ensure all reviewed and approved quality management systems records by top management are well documented, protected and updated accordingly.
- Coordinate with vendors and service providers to ensure timely and efficient delivery of services.
- Manage office supplies and equipment, ensuring they are well stocked and in good working

condition.

- Manage office budgets and expenses, keeping track of invoices and payments.
- Maintain employee records, including attendance, leave, and performance evaluations.
- Proficiency use of Microsoft Office applications such as Word, PowerPoint and Advanced Excel in report writing and record keeping
- Monitor and maintain documented information of high-level structure objectives monitoring as per ISO 9001, 45001, and 14001 requirement standards.

GAC Bunker Fuels DMCC (December 2018 to May 2024)

QHSSE Officer | Office Executive

- Spearheaded the Integrated Management System by aligning processes with industry standards and regulatory requirements.
- Drafted the yearly audit program, conducted comprehensive ISO (9001,14001,45001) internal audits which helped to identify any critical areas for improvement and corrective action taken on any findings enhancing compliance levels on processes and procedures.
- Performed inspections, conducted risk assessments as per Health and Safety Policy requirement leading to measurable improvements in process adherence and risk reduction.
- Evaluated workplace activities to identify potential risks and hazards and assisted in developing strategies to mitigate these risks.
- An effective communicator with the ability to explain complex issues clearly and negotiate risk control plans with interested parties like customers and vendors.
- Conducted regular safety inspections incident investigations, identified corrective actions, and supported the business in fostering a culture of continuous improvement.
- In charge of forecasting the global staff training by registering them in various courses as approved by line management, creating quizzes and surveys through Survey monkey and collecting all responses as per ISO requirement to measure effectiveness feedback.
- Oversaw the vetting and re-evaluation of suppliers and ensured adherence to ISO standards and company policies of 100% collaborating with approved suppliers only.
- Successfully collaborated with suppliers to maintain high-quality standards in the supply chain and conducted regular audits of supplier quality management systems.
- Conducted and documented D S E ergonomic assessments for the global team as per ISO requirements

SIKOLOGIA Development and Guidance (June 2017 to Sept 2018)

Business Office Manager reporting to the CEO.

- Monitored the work of administrative staff, by ensuring efficiency and adherence to protocols, processed invoices, office budgets, and cost-effective measures.
- Implemented and maintained office administrative procedures, systems and streamlined processes to enhance operational efficiency and effectiveness.
- Managed the CEO's calendar, monitored time, and facilitated executive travel bookings by overseeing and ensuring seamless arrangements.
- Ensured data quality management by ensuring customer consultation files and sensitive information was well documented and always kept confidential.
- Analysed complex documentation and evidence to identify potential business risks and control gaps. Identified issues, assessed the risks involved and developed practical remediation plans.

LIWA MINOR FOOD AND BEVERAGES Dubai (April 2016 – May 2017)

Assistant Restaurant and Quality Manager

- Ensured smooth workflow of daily operations and adherence to established standards, to enhance overall operational efficiency.
- For teams to achieve performance goals and keep prominent levels of productivity I conducted regular quality training sessions to develop staff skills and ensure a competent workforce.
- Monitored staff on compliance with company values to enhance overall customer experience, addressed customer feedback and improvements to meet and exceed customer expectations.
- Oversaw inventory control processes, from ordering and restocking to meeting the restaurant demand while minimizing holding costs, control wastage and optimizing stock levels.
- Assisted in the development of Quality Management System (QMS) that followed relevant food industry standards, regulations, and certifications.
- Ensured staff adherence to food safety and hygiene standards, prepared comprehensive reports on quality metrics, compliance, and improvement initiatives.

Longden Steel Enterprises Ltd Harare, Zimbabwe (Sep 2009 - Dec 2015)

Finance and Administration Executive

- Prepared the company's monthly financial result, Cashflow Statement, and the timely completion of all reporting requirements.
- Consolidated yearly financial reports according to IFRS standards, monitored disclosures, risk factors and asset management as directed by the Managing Director.
- Supported in budget preparation, and effectively monitored the budgets, ensuring increased financial accuracy and decreased overspending.
- Assisted in managing the company's accounts receivable by actively monitoring the debtors' credit limit, receivable aging.
- Analyzed Accounts Receivable, A/P, and General Ledger entries and reconciliations by ensuring timely processing according to established policies.

Westmoreland Construction c/o Longden Steel in Lusaka, Zambia (Jan 2007 - Sept 2009)

Supply Chain Executive reporting to MD.

- Collaborated with vendors, suppliers, and internal stakeholders to ensure smooth ordering and delivery of products and other operational services.
- Enforced safety standards and procedures to ensure compliance with regulations and reduce accidents in material handling equipment for loading, unloading, moving, or store materials.
- Coordinate and supervise the transportation of goods from suppliers to warehouses or distribution centers to ensure they meet quality requirements.
- Planned and implemented strategies to optimize efficiency and minimize costs.
- Oversaw the scheduling and routing of shipments, considering factors such as delivery deadlines, transportation costs, and available resources.
- Analyze organization data and performance metrics to identify areas for improvement and implement corrective actions.
- Resolved issues and delays in the supplier delivery processes in a timely manner to minimize disruptions.

EDUCATIONAL QUALIFICATIONS

1. Integrated Management System (IMS 9001, 14001,45001) Lead Auditor
2. Executive Diploma in Finance and Administration
3. Executive Diploma in Business Management
4. Advanced Diploma in Information Technology

CORE COMPETENCIES AND SKILLS

- Analytical, detail and result oriented.
- Risk Assessment and hazard identification.
- Excellent time management abilities and communication skills
- Microsoft Advanced Excel
- Microsoft Office 365- Outlook, Word, PowerPoint
- Project Management & Agile Methodologies
- Excellent research and report writing skills.
- Understanding of General Data Protection Regulation (GDPR)
- OFAC Sanctions and compliance ethics

References are available on request.