**Personal Details**

**Nationality:** Kenya

**Career Objective**

To provide an efficient customer service or quality assurance support supported by the large experience that I have gained in the FMCG industry. To use my problem solving and quality assurance knowledge and experience to guarantee the best customer service and care possible for both internal and external customers in line with the corporate objectives of the organization I work with and to put in place systems that will ensure that the service is standardised for all customers, internal and external.

**» Skills**

|  |  |  |
| --- | --- | --- |
| **Extensive (over 10 years experience)** email  file management  GMP  ISO 9001  HACCP  leadership  Microsoft office  Microsoft windows  presentation skills  problem solving  Quality control  Quality Assurance  training  troubleshooting  ERP (Fourth shift)  Meeting facilitation  Supervisory skills  Kaizen  Focussed improvement. | **Solid (5-10 years experience)**  Delivery  Office management  Safety  Change management  General management  Materials management  Stock and inventory control  SAP (Quality and repetitive manufacturing (PPPI) modules)  FSCC22000 | **Limited (1-5 years experience)**  Logistics  Cost control/ budgets |

**» Working Life Employment**

**April 2014 – Present**

**Materials inspector**

Permanent senior level position at Lipton Jabel Ali in the Manufacturing, Production & Trades sector in Dubai, United Arab Emirates. Benefits: Medical, Annual ticket, annual bonus.

* SAP quality module key user and main point of contact in packaging materials issues at Lipton Jabel Ali.
* Currently involved in the global SAP QM project (Big Bang) where we intend to rationalise the way quality results are entered in SAP throughout Unilever.
* Successfully implemented customer relevant quality standards (CRQS) in pack and in use and currently cascading to shopfloor teams.
* Liaise with development to ensure success of cost saving initiatives in packaging through trials in order to deliver the savings agenda.
* Correspondence with co-packers with respect to promos and other co-packed products.
* Trainer in SAP QM for quality department.
* Analysis and release of materials to plant for use. Also follow-up with suppliers on complaints from the line and WCM initiatives in their respective plants based on our loss tree.

**06/2005 – March 2014**

**Quality Assistant/ Production coordinator.**Permanent senior level position at Lipton Jabel Ali in the Manufacturing, Production & Trades sector in Dubai, United Arab Emirates. Benefits: Medical, Annual ticket, annual bonus.

Also working as a coordinator in a new project between Unilever, Dubai world (Dubai tea Packing company) and Dubai multi commodities company (DMCC) where I coordinate the various aspects of production to ensure production of high quality Lipton tea at the DTPC site located in Jabel Ali south zone on top of my normal quality and safety responsibilities.

**Duties & Responsibilities**

-SAP key user (quality module) responsible for creating inspection plans for new skus, generating BW reports and ensuring user decisions are made correctly.  
-Ensuring adherence to ISO, HACCP and regional standards for all the packed products (Flavoured and black teas) at all points on the production line. Passed all audits and the Unilever quality roadmap and consumer safety audit in 2006 with an `A' rating, Scored “green” rating for general quality requirements and Quality management system in 2009, 2010, 2011 and 2012 audit.  
-Preparation and presentation of weekly quality and service stream KPI reports. These include hygiene QDI, Line conformance, quality indices audit, OEE, breakdown analysis and Why- why analysis of all the issues that arise there from.   
-Training new and temporary recruits on factory hygiene and quality requirements. All temporary and permanent recruits in the flavoured tea section undergo my induction on quality, hygiene and common defect detection and what to do in case of occurrence.   
-Reporting of the shift quality and production performance in SAP and making usage decisions on the same for all production in the shift and raw/ packaging materials in the absence of the materials inspector.   
-Carrying out of competitor samples and consumer/market complaints analysis and reporting, trending and target setting based on the same.

-Training and assessment of new and existing operators, technicians and contractors on Hygiene, HACCP and GMP. Received two General Manager's awards for the same.   
-Investigation and communication of all consumer complaints and actions taken to prevent recurrence. Created an excel database for easy reference and tracking of complaints and online non conformances.

- Preparing and executing training in quality, hygiene and GMP for all employees in the factory.

- Currently in charge of IMS audit and updating of procedures. Successfully passed the surveillance audit in 2010,2011 and passed recertification in 2012.

-Also working as a **production coordinator** for a new third party manufacturer where I ensure all aspects of production including quality, safety, hygiene, HACCP, GMP are adhered to with respect to Lipton requirements. I am currently managing production, overall efficiency, safety and quality aspects of a plant making over a million enveloped teabags a day comprising of eight teabag making machines, 3 carton erecting machines, three over wrapping machines, associated tea conveying system and packaging material coding machines.

- I am also a **circle leader** where the shopfloor lines have been divided into circles which compete against each other on KPI delivery i.e OEE, production v/s plan and wastage reduction besides other minor KPIs namely tag raising, safety and near miss reporting and closing, One point lesson generation and improvement generation through Kaizen.

**03/2004 – 05/2005**

**Technical Operator**Permanent skilled level position at Lipton tea factory Jabel Ali in the Manufacturing, Production & Trades sector in Dubai, United Arab Emirates. Benefits: Medical, annual ticket, annual bonus.

-Contributing to company SHEQ objectives by raising tags, giving can do suggestions and spotting and reporting hazards. Received a can do best suggestion award in July 2004.

-Running machines at the required throughput with focus on quality and hygiene.  
**Reason for Leaving**  
Promoted to Quality assistant

**10/2003 – 03/2004**

**Shop floor team leader**Permanent senior level position at Unilever Kenya in the Manufacturing, Production & Trades sector in Nairobi, Kenya. Benefits: Medical for self and family, pension scheme, annual leave.

**Duties & Responsibilities**  
-Ensuring team achieves set production and TPM targets with regard to productivity, quality, delivery, cost, safety and morale. Also attend planning meetings and breaking down of weekly plan into daily plans for each of the 6 lines. Liaising with logistics to ensure materials are requested on time taking into consideration the lead times and that the   
finished product is shipped as required.   
-Organising and supervising weekly CIP and margarine line sterilisation during shutdown.   
-Ensuring a vertical start-up of the plant after weekend and public holiday shutdowns.   
-Organising labour on the shop floor and ensure safety, hygiene, efficiency and productivity is maintained for the 120 tonne per shift margarine packing plant. This involved coordinating activities from oil blending, dairy plant, blend premix, votation and packing.   
-Coordination of non production activities on the shop floor e.g. cleaning and maintenance of 5S on the shop floor.

-Chairing of team meetings and ensuring that they stay within the TPM agenda.   
-Preparation and presentation of TPM compliance reports to management and TPM consultants. Prepared and presented a report on quality matrix and the use of a quality maintenance matrix to solve problems on the line.

**Reason for Leaving**  
Relocated to Unilever Gulf - Dubai

**04/2002 – 10/2003**

**Production supervisor - foods**Permanent skilled level position at Unilever Kenya in the Manufacturing, Production & Trades sector in Nairobi, Kenya. Benefits: Medical for self and family, pension scheme, annual leave.

**Duties & Responsibilities**  
-Responsible for payment, labour and leave planning for the margarine packing plant with more than 150 permanent and casual employees.   
-Preparation of the daily production, efficiency and mass balance report and circulating it to the relevant managers.   
-Updating and coordination of TPM data for the four existing teams in PowerPoint and excel within given deadlines and with all the information required to hold fruitful team performance review meetings.   
-Successfully implemented TPM in the office in the foods clerks' office with average document retrieval time reduction from 20 minutes to less than 1 minute even for newly recruited clerks by simplifying filing and incorporating 5S in the office management.   
-Prepared and carried out presentations and training for the four TPM teams in edible oil technology, problem solving, quality demerit index, food hygiene and HACCP.

**Reason for Leaving**  
Promoted to shop floor team leader.

**06/1998 – 03/2002**

**Refinery stocks control Supervisor**Permanent skilled level position at Unilever Kenya in the Manufacturing, Production & Trades sector in Nairobi, Kenya. Benefits: Medical for self and family, pension scheme, annual leave.

**Duties & Responsibilities**  
-Organised in Lotus and then transferred to Excel all Refinery stock control documents and their macros making it simpler for the factory manager to get daily and weekly stock reports. Also made it easy to circulate on email.   
-Streamlined the stock taking and control methods in Refinery making us able to get a daily mass balance of the whole refining process with a maximum daily variance of + or - 5 tonnes for a two deodorizer, two bleacher, 640 tonne storage oil refinery.

-Learnt and carried out stock control reporting using fourth shift, an ERP used in Unilever Kenya and maintained a weekly usage variance between +0.5% and -0.5% with zero stock variances in 2001-2002.

-Was the refinery contact during the shifting from the DOS based ERP   
(Fourth shift) to the Windows based one. Prepared process flow diagrams indicating areas where it was critical to take and monitor stocks. This was used as the basis for creating a new stock control and monitoring system, creating real and ghost subassemblies, And formulating the stock and usage variance reports for the refinery.

**Reason for Leaving**  
Transferred to foods factory in office administration role

**08/1997 – 06/1998**

**Quality control Analyst**Permanent skilled level position at East Africa Industries (now Unilever Kenya Ltd) in the Manufacturing, Production & Trades sector in Nairobi, Kenya. Benefits: Medical for self and family, pension scheme, annual leave.

**Duties & Responsibilities**  
-Carried out Quality control of oils. Ensured my internal customers get what they require in terms of service and quality of product. Received training in Total Productive Manufacturing (TPM) which includes team building, change and change management. Rose to position of team leader in one of the TPM teams. Also underwent the train the trainer course organised by Hawkins and associates.   
**Reason for Leaving**  
Transferred to refinery section in stocks control role.

**02/1994 – 05/1997**

**Quality Control Analyst**Permanent skilled level position at Bidco oil refineries in the Manufacturing, Production & Trades sector in Thika, Kenya. Benefits: Medical, annual leave, company transport.

**Duties & Responsibilities**  
Coordinated with internal customers to ensure that oil produced met all quality parameters and specifications. My internal customers in this case were the refinery, packing floor and soapery.   
Successfully hosted government agencies and certifying bodies during ISO and regulatory audits. Achieved 100% success rate.   
**Reason for Leaving**  
Better opportunity with Unilever Kenya

**» Education**

**Diploma food science and post harvest technology**  
Diploma at JKUAT (Jomo Kenyatta University of Agriculture and Technology) in Juja, Kenya.

**Subjects**  
Post harvest systems, food processing, food engineering, food chemistry, basic economics, basic bookkeeping, basic marketing; Food additives; Principles of food preservation; Food microbiology; Meat technology; Dairy technology; Beverage technology; Cereal technology; Fats and oils technology; Fruits and vegetables technology; post harvest food systems.

**Other certificates**

* Train the trainer by Hawkins and associates in Nairobi Kenya
* Team building by Outward bound Kenya in Kenya
* Basic 5S training at Unilever Kenya
* Creative problem solving training carried out in-house by GITEC in LJA
* Service stream customer service training at Unilever House Dubai
* Negotiating skills training carried out in-house by GITEC in LJA
* ISO 22000 internal auditor training carried out in-house by SGS in LJA
* Train the trainer carried out in-house in LJA
* **Achievements**
* 2008 -2012 – General Manager’s ‘Can-Do’ Awards in various categories Lipton Jebel Ali.
* 12/2005 – Quality Maintenance matrix implementation, Lipton Jebel Ali.
* 12/2002 – TPM in the office implementation Unilever Kenya
* 12/2002 – Usage variance control between +5% and -5%, Unilever Kenya
* 12/2001 – Operational efficiency improvement 50% to 62.5%, Unilever Kenya.
* 12/2001 – Savings; KES 1.2 million through focussed improvement.
* 12/2001 – Usage variance control between +5% and -5%, Unilever Kenya.
* 09/2001 – Start-up time reduction, Unilever Kenya.
* 03/1993 – Essential oil of Orange extraction and analysis JKUAT, Kenya.



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