Career Summary



**Profile:** A competent professional with extensive experience and exceptional abilities in Quality, HSE, Food Safety and Hygiene Management and vast exposure to the food and fresh produce industry. Track record of managing workplace safety and ensuring compliance with safety practices. Hold multiple certifications such as ***OSHAD’s registered OHSMS Practitioner License, NEBOSH, ISO and HACCP & Food Safety***.

**Objective:** Seeking a managerial assignment with a repute company to lead its ***Quality, HSE, Food Safety and Hygiene, Operation & Production*** while tangibly contributing to company profits.

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| **Skills** | **Quality, Food Safety and Health & Safety:** * Food Safety Management (FSMS -ISO 22000), Quality Management (QMS - ISO 9001), HACCP
* Integrated Management (IMS), Occupational Health and Safety Management (OHSMS), Fire & Safety
* Hazard Analysis, Risk Assessments, Emergency Preparedness, Accident Investigation & Root-cause Analysis
* QA & QC, Good Agricultural Practices (GAP), Pre & Post-harvest Handling
* Food Sanitation & Hygiene Management, Food Production Technologies, Inspection & Auditing
* Good Hygiene Practices (GHP), Good Manufacturing Practices (GMP), Good Warehouse Practices (GWP), 5S

**Managerial Abilities:** * Process Improvements, Production & Operations Management, Fleet Management
* Inventory & Stock Control, Stock Reconciliation and Reassessment, Stock rotation, allocation & dispatch
* Customer Complaint Handling, Improving Customer Service Level, QSL Report Preparation
* Problem Solving, Observation & Monitoring, Innovation & Creativity, Time & Team Management
* Training & Development, Research & Development, Mentoring, Performance Appraisal
* Oracle, JD Edwards, MS Office
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Professional Experience

**Quality Control Supervisor Nov 2011 – March 2018**

**Abu Dhabi Farmers Service Centre - Abu Dhabi Food Control Authority (Abu Dhabi, UAE)**

**Highlights:**

* Planned and led the implementation of various safety and quality systems in the organization that included HACCP (Hazard Analysis Critical Control Point), QMS (Quality Management System), OHSMS (Occupational Health & Safety Management System), EHSMS (Environmental Health and Safety Management Systems), and IMS (Integrated Management System).
* Developed and established procedure for internal/external audits, certification process that led to improvements in quality.
* Introduced best practices and standards across operational process, carried out hazard analysis and implemented an effective food safety management system that led to achieving highest food safety levels.
* Played a key role in creating and establishing a risk assessment and management mechanism to manage occupational risks / HSE hazards posed by operational activities (as per ALARP - As Low as Reasonably Practicable).
* Implemented prescribed Quality Control (QC) procedures and systems and conducted internal audits across 3 locations to verify compliance, defined parameters and established a systematic quality control structure.

**Key Responsibilities:**

**Operations & Safety Management:**

* Maintain benchmarked parameters for food safety, hygiene and sanitization in line with HACCP and IMS requirements by conducting frequent inspections of the facility and rectifying non-compliances promptly.
* Collaborate with the IMS team to evaluate and manage risks, and implement emergency response procedures to meet any contingent situations.
* Investigate incidents and mishaps at the workplace, carry out root cause analysis, implement preventive measures and submit incident report to management.
* Supervise inventory of food products and exhibit stock control, oversee dispatch within time to customers by coordinating with logistics, and optimize stock levels.
* Prepare and analyze customer and supplier QSL reports; identify scope of enhancing processes and carry out continual improvements to exceed service level expectations.
* Monitor defined KPIs to manage operations performance, identify deficiencies in business processes and systems, generate reports to measure efficiency and submit MIS for management review.

**Quality Management (Food Safety & Hygiene):**

* Maintain food safety and quality control as per requirements, oversee hygiene management for fresh produce handling operations and administer hygiene legislation.
* Recognize and outline risks to food safety and develop an effective food safety management framework for implementation across different kinds of food processing operations.
* Responsible for QA/QC across all farming process that include pre and post harvesting procedures, raw material receipts, agricultural produce packaging, and dispatch to meet all quality parameters prescribed by the customer.
* Monitor production operations; carry out sample checks of in-process produce to ensure quality and food safety, and initiate CAPA (Corrective Action & Preventive Action) within time in instances of non-conformance.
* Inspect raw material quality as per norms, and assign RM quantities to various processing lines once quality is cleared; inspect fully processed items and make entries in the JD Edwards ERP.
* Track batches dispatched to customers regularly to maintain traceability in case of customer complaints and rejections, determine cause and rectify shortcomings so as to meet quality norms.

**Team Management & Training:**

* Manage a team of Quality Control Specialists and provide training regarding process control, quality management as per customer requirements, food safety procedure, HSE and hygiene and sanitization.
* Key systems/standards/tools that the staff is trained on include HACCP, GMPs (Good Manufacturing Practices), GWP (Good Warehouse Practices), GHP (Good Hygiene Practice), 5S, SOPs, IPM and IMS.

**Quality, Health, Safety & Environment Officer May 2010 – Oct 2011**

**Agility-Gulf Catering Company Services (ADCO - Abu Dhabi, UAE)**

**Highlights:**

* Credited with developing, implementing and administering of quality and food safety, and environmental and occupational programs at the site.
* Led the implementation of HACCP at the location and facilitated the company getting HACCP certified by revising HACCP manual.

**Key Responsibilities:**

* Provided services to client (ADCO) and ensured that all food items supplied met stringent food quality and safety parameters.
* Evaluated risks and carried out QHSE audits, directed QHSE tasks and enforced compliance with policy and standard procedures.
* Monitored and managed safety aspects of various operational processes and activities, and ensured adherence to federal, provincial and company safety regulations.
* Responsible for integrating third-party QHSE policies and procedures with those of the company.
* Conducted investigations into safety related incidents, discovered causes and communicated the same to QHSE Unit Head and other quality and safety personnel, and followed-up to ensure corrective measures were installed and all items closed satisfactorily.
* Maintained and updated all QHSE documents and records, conducted regular job risk analysis and led improvement programs.
* Upgraded staff’s knowledge and job related skills by conducting training on Quality, Essential Food Safety, Hygiene and Sanitization, Occupational Health & Safety, Environmental Safety, HACCP, GMPs, SOPs, IPM.
* Conducted supplier audits, ensured supplier quality by inspecting raw materials, carrying out tests on samples and verifying whether RM conformed to desired quality standards.
* Implemented PRPs (Pre Requisite Programs) HACCP plans, OPRPs (Operational Pre Requisite Programs), and SOPs (Standard Operating Procedures).
* Coordinated with local foods safety and quality authorities, handled queries on health and safety matters, and ensured regulatory standards were met.
* Set-up partnerships with external accredited food laboratories and employed these for conducting chemical and biological analysis of food samples to verify chemical and biological constituents were within prescribed limits.
* Ensured cleanliness and hygiene standards were met across all departments by coordinating with the respective Departmental Heads.
* Responsible for food quality and safety, supervised food preparation at kitchen and bakery for catering services undertaken by the organization, monitored adherence to standard safety guidelines and food hygiene best practices and ensured prevention of food contamination.
* Coordinated with the Human Resources Department to issue Occupational Health Cards to staff.

**Quality Controller May 2008 – Dec 2009**

**Elite RMC (UAE University & HCT, Al Ain, Abu Dhabi, UAE)**

**Highlights:**

* Led the project for HACCP implementation, and updated HACCP manual to obtain certification.
* Formulated and implemented effective quality control procedures to maintain product quality across the entire production process.

**Key Responsibilities:**

* Monitored the food processing and packaging operations, ensured defined standards were being met and due importance given to hygiene and proper storage.
* Conducted operational audits to verify standard operating procedures were being followed, and reviewed effectiveness of the quality systems and evaluated product quality.
* Initiated timely corrective actions in cases of non-conformance to quality to reduce amount of product rejections.
* As an HACCP and Quality Management expert carried out trainings on HACCP, Essential Food Safety, Food Safety Management System and Quality Management System.
* Led development and improvement initiatives in HACCP, guided team in HACCP documentation and ensured accurate updating in a timely manner.
* Oversaw the cleaning, sanitization and maintenance of all equipment, machinery and tools used in food processing; supervised the kitchen staff to ensure all CCP (Critical Control Points) were duly monitored to prevent any non-compliance with food safety standards.
* Applied standard food hygiene maintenance practices and controlled food quality and safety parameters at hotels, supervised cleanliness of kitchen platforms, hotel premises, cooking equipment and serving utensils to ensure specialized, effective and safe service delivery.
* Coordinated on a regular basis with food control authorities and municipalities for obtaining requisite licenses and permissions.
* Ensured suppliers provided quality material by conducting supplier audits and analyzing their technical capabilities.

Previous Assignments

* **Nov 2007 – Feb 2008 (3 Months):** Technical Assistant, Kerala Forest Research Institute, Thrissur, India

Education

**Master of Science in Biotechnology (July 2007)**Mahatma Gandhi University, Kerala, India

**Bachelor of Science in Biotechnology (May 2005)**Periyar University, Tamil Nadu, India

 Professional Development

* OSHAD Registered OHSMS Practitioner, Abu Dhabi
* Occupational Health & Safety Practitioner Course, Abu Dhabi
* NEBOSH International General Certificate in Occupational Health and Safety
* IRCA Approved Lead Auditor Certificate in Quality Management System: ISO 9001:2008
* Level 4 (Advanced) Food Safety Certificate
* Person in Charge (PIC) level 3 Certificate
* Integrated Management System (IMS) Certificate
* Internal Auditor in Food Safety Management System: ISO 22000:2005
* Level 3 award in Supervising HACCP
* Essential Food and Safety Certificate, Abu Dhabi Food Control Authority
* Incident Investigation and Root Cause Analysis
* Fire Fighting Essentials
* EHS Coordinator
* Fleet Management Systems, IVMS Standard Software Training
* PG Diploma in Computer Application - Microsoft Office Oracle & JDE

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| **Personal Information** | * **Citizenship:** Indian
* **Date of Birth:** 03/03/1984
* **Marital Status:** Married
* **Driving License:** UAE, India
* **Language:** Fluent in English, Hindi, Tamil and Malayalam, Intermediate Arabic
* **Visa Status:** Visit Visa
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