**Josiah**

mailto: Josiah-394232@2freemail.com

**CAREER OVERVIEW**

* **Experience:** 3 years in the FMCG field, Paper Mills and Restaurants
* **Roles held**: Consultant HSE Officer, Quality Analyst and Fine Dining Sales and Customer Experience Manager
* **Bangalore**- Quality Analyst / Content Writer/ Customer Retention Executive, this is my current role where I multi-task as the needed, though I am primarily with the Quality Team. Though my role I:
1. conduct quality assurance audits in the 13 kitchens of Fresh menu across Bangalore
2. send EOD reports of my observations and corrective measures as needed
3. demonstrate desirable safety measures as hands – on training, as well as in my mannerisms and interactions in the kitchens
4. pulse track escalations, and have discussions with the related kitchen managers to understand reasons and prevent further escalations
5. appreciation mailers and call-outs for consistently high performance kitchens
6. create content for exciting offers and taglines for our specials that go up on our portal
7. talk to Irate customers and figure out how best we can break even ground with them
* **Bangalore -** As Consultant HSE Officer, I was responsible to:
1. investigate and evaluate existing workplace safety measures and environmental impact
2. create a Process around workplace Safety and Environmental impact
3. establish a documentation process for EMS and SMS related activities, as per international standards and get it validated though the company audit
4. develop and run Trainings and workshops for employees on safety and environmental impact awareness,
5. introduce a robust feedback and report system and contingency network to ensure zero incident work-days
* **Dandeli**- As Consultant HSE Officer, my key responsibilities were to:

1. ensure the safety measures in the manufacturing process comply with both national and international standards
2. implement efficient waste management processes as per specified standards
3. enhance and execute In-house safety and environmental management systems as per standards
4. maintain records and documents as per specified standards
5. conduct a scheduled internal audit to identify pre- existing and new safety and environmental hazards and carry out incident analysis for lapses if any
* **Us Private Dinning-** As aSalesand Customer Experience Manager I:
1. wrote content to attract customers to our customized fine dining experiences
2. spoke to customers to understand their needs and customize their orders accordingly
3. managed and maintained the customer bookings with zero cross bookings
4. ensured optimal customer satisfaction

**EDUCATIONALQUALIFICATIONS**

* **NEBOSH**

(British Safety Council, UK)

 IGC 1 (Management of International health and Safety) GC 2-(Controlling Workplace hazards) and GC 3 (Health and Safety practical application)

* **IOSH**

 Managing Safely

* **Integrated Management System,(IMS) Internal Auditor Training** (ISO9001:2015, ISO14001:2015 and OHSAS 18001:2007) Under the EQHSMS Auditor Training Program)

CPD Certification Services, Coach House London

* **Management of Change in Process Safety**

CPD Certification Services, Coach House London

* **HAZWOPERM (Hazardous Waste Operations and Emergency Response Management)**

CPD Certification Services, Coach House London

* **Internal Auditor Training on Environmental Management System**

(HLS, ISO14001:2015 and ISO190011:2011)

DNV GL Business Assurance India PVT LTD

Course Focus Areas:

High level structure as per ISO/IEC Directives, Part I 2013

Terminology and Definitions (ISO14001:2015)

Interpretations of the Standard: ISO14001:2015

Auditing Techniques as per ISO19011:2011

* **Advanced Diploma in occupational Safety and Health and Environment Management**

Name the Institute: Bharath Sevak Samaj/National Development Agency, Central board of Examinations Govt of India

Key subjects: International management for health and Safety 1&2

International workplace Safety / Environmental management

* **Diploma in Fire And Safety Engineering -**

Mangalore Institute of Fire Safety and Environment (ISO9001:2008 certified, recognized by Govt. of Karnataka)

Key Subjects –Fire Technology, Industrial Safety, Construction Safety, Design and Instillations,

* **II PUC- Science**

St. Philomena’s’ College, Mysore

Key Subjects- Physics Chemistry Math and Computer Science

**MAJOR ACHIEVEMENTS/MILESTONES**

* Best Business Enabler Award (Consulting) Dandeli
* Fast track Promotion –Fresh Menu

**Personal Details**

* Date of Birth: 30th September 1995
* Gender: Male
* Marital Status: Single
* Residence: India