**Musa**

**Contact DXB: C/o 0501685421**

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Highly accomplished professional with diverse experience poised to transition solid background in hospitality to excel in Quality Control. Offer outstanding team leadership, behavioral management, and conflict resolution skills. Exceptionally detailed, organized, focused professional with a unique ability to successfully manage multiple quality projects simultaneously energetic, motivated self-starter with a strong sense of dedication and support to the mission Goal oriented and well-developed interpersonal communication skills to work effectively and productively with team members, people from diverse professional and cultural backgrounds.

 **AREAS OF EXPERTISE**

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| --- | --- |
| •Quality Assurance Standards | •Process Improvement |
| •Strategic Planning | •Project Leadership |
| •Team Training & Mentoring | •Budget Planning and Cost Control |
| •Client Relation | •Proposal Development |
| •Analysis  •Internal Audit  •Detail Oriented  •Reliability/Performance Analysis | •Resource Management  •International Experience  •Effective Problem Solving  •Cost Reduction |
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 **EDUCATION & CREDENTIALS**

**Masters in Business Management (Innovative Management)**, Coventry University, UK, 2011

**Bachelor of Engineering Production**, Shyamlam College of Engineering, India, 2003

 **PROFESSIONAL TRAINING**

PRIMAVERA (CPM PERT)

 **KEY ACHIEVEMENTS**

* Successful track record of transforming underperforming operations, including rejuvenating worst performing team to 2nd nationally and also reduced levels of returned files by 18% due to enhanced accuracy, quality and attainment of compliance requirements within six months.
* Strong attention to detail and analytical skills proven through 35% improvement in audit ratings for all operations under management; reduced levels of returned files by 30% due to enhanced accuracy, quality and attainment of compliance requirements.
* Team of the month awards for top performance in QA.

 **EXPERIENCE HIGHLIGHTS**

**Banquet Hall Assistant**

* Analyze banquet event orders, communicate effectively with customers, managers and associates to ensure that all room setups, equipment, supplies, staffing and menus meet/exceed customer’s expectations.
* Review all schedules, equipment, supplies and organize work flow to ensure a quality event to customers on a daily basis.
* Monitor and control banquet budget (i.e., labor costs, beverage costs, supplies and equipment and coordinate with event budgets to maximize revenue and minimize expenses while providing quality guest service.
* Implement company programs (company/franchise) and resolve daily operational problems through consistent monitoring of banquet operations to ensure compliance with safety and security regulations, SOPs and to ensure an optimum level of service, quality and hospitality.
* Supervise human resources in the banquet area to retain and motivate associates, hire, train, develop, empower, coach and counsel, conduct performance and salary reviews, resolve problems, provide open communication vehicles, recommend discipline and termination, as appropriate.

**Support Manager**

* Achieved objectives in sales, service, presentation, quality, staff motivation, employee development & retention.
* Assist in creation, documentation and implementation of systems.
* Assisted with payroll, human resource and administrative issues as needed.
* Interviewed, hiring and training employees.
* Maintained appearance of facility, sanitation and cleanliness.
* Possessed strong supervision, leadership & coaching skills while creating/maintaining a positive & productive work environment
* Very strong customer service skills that include filling in where needed to ensure the highest guest service standards and efficient operations.
* Managed and oversaw the schedule and training of staff and crew of the department.
* Maintained and obtained profitable operations and high quality products and service levels.

**Quality Control Engineer**

* Assisted the organization Quality Manager on special projects like design and growth and development of companywide quality improvement initiatives, new quality metrics, etc.
* Assisted using the development and implementation of quality audits system, process and product.
* Assured data availability and integrity for quality related data.
* Consolidated and reviews quality results.
* Coordinated and interacts with second and 3rd party auditors in regards to audit plan, implementation and results
* Evolved and initiates standards and techniques for inspection, testing and evaluation.

**Continued ……..**

* Devised sampling methods and fashions and evolves forms and instructions for recording, evaluating and confirming quality data.
* Directed Quality personnel engaged within the inspection and measurement of incoming materials/items.
* Led in Problem Fixing Methodology: Real Cause Analysis Corrective/Preventive Action exercises while dealing with 8 quality engineers.
* Supported Process and Test Engineers and Program Managers with customer interface as necessary on quality related issues.
* Created and revised methods and work instructions and training plans using the goal of enhancing efficiency and precision of internal processes

 **EMPLOYMENT HISTORY**

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| --- | --- | --- |
| **John Lewis Plc, London** | Banquet Hall Assistant | 2008 – Present |
| **Pizza Hut Yiewsley, London** | Support Manager | 2006-2008 |
| **Hindustan Fasteners Pvt Ltd., India** | Quality Control Engineer | 2005-2006 |
| **Maharashtra fasteners Pvt Ltd. India** | Quality Control Engineer | 2003-2005 |

 **IT / COMPUTER SKILLS**

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| --- | --- |
| **Operating System** | Win 98x/XP, MS- Projects |
| **Internet Application** | Internet and Email |
| **Office Package** | MS Office (Word/Excel/PowerPoint) |
| **Technical** | CPM Pert |

**Reference Available on Request**