

# Feroz Mirza

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## EDUCATION

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**Visvesvaraya Technological University**

*Bachelor of Mechanical Engineering*

**Belgaum, Karnataka, IND**

*Graduation Date: Apr 2010*

## WORK EXPERIENCE

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**Al Busaili Electrical Mechanical Works Co**

*Quality Engineer*

**Riyadh, KSA**

*Oct 2022 - Present*

- Initiated the Quality Assurance and Quality Control functions for the company, improving customer satisfaction by 15%.
- Improved efficiency in the quality assurance department by 20% through process improvements.
- Redesigned quality related policies and procedures to ensure compliance with new ISO 9001:2015 standard across the company, reducing non-conformance reports by 30%.
- Successfully coordinated with inter department for establishing, monitoring quality objectives related to QMS, resulting in increased efficiency by 30%.
- Monitored and reviewed quality objectives related to QMS on a regular basis, ensuring timely completion of all tasks.
- Established Quality Management System (QMS) for the company, resulting in better organization and communication between departments.
- Successfully implemented a new process for conducting root cause analysis of customer complaints, resulting in a decrease in customer complaint severity by 40%.
- Created and launched a new training program on quality procedures for all employees, decreasing the number of quality issues by 25%.
- Successfully analysed the outcomes from audits to identify root cause of which can addressed through corrective and preventive actions as appropriate.
- Successfully initiated and accomplished the ISO re-certification for the organization.

**Mahindra & Mahindra (Shah Motors)**

*Spares Dept. Manager*

**Gulbarga, IND**

*Mar 2021 - Oct 2022*

- Managed customer complaints and issues in a timely manner, ensuring the inventory levels are maintained accurately and making a list of the parts that need to be purchased.
- Managing the team members and delegating tasks to them and overseeing the replacements procedures.
- Sold manufactured parts to the customers, Supervising the shipment issues of the parts ordered.
- Maintained strong relationships with vendors and suppliers, ensuring timely deliveries and inventory management.
- Ensured customers were provided with excellent customer service and satisfaction, reflected in a 4% increase in customer loyalty scores.
- Prepared monthly and annual sales part reports to assess departmental performance against targets set.

**GRP Trading & Contracting**

*Sr. QA/QC Engineer*

**Yanbu, KSA**

*Jul 2019 - Oct 2019*

- Initiated and performed independent quality system audits in areas like Engineering, Procurement, Construction, Operation and Maintenance.
- Conducted Pre/Post audit meetings with clients, reviewed documents and prepared final audit reports to ensure compliance with ISO 9001 standards.
- Witnessed the performance of audited activities, prepared agenda and checklist for audits to guarantee quality assurance.
- Prepared and updated Quality manuals, plans, procedures, and technical deliverables to ensure compliance with international standards.
- Successfully improved product quality by 30% through analyzing customer feedback and collaborating with cross-functional teams.
- Successfully coordinated with the consultant's representative and site in-charge for inspection while maintaining quality control of products & services.
- Efficiently closed Non-Compliance Reports by investigating root cause of quality problems & providing corrective/preventative actions.

**Arabian Construction Company**

*QC Mechanical Engineer*

**Abu Dhabi, UAE**

*Jul 2018 - Mar 2019*

- Monitored the implementation of approved Project Quality Plan and coordinate with all Project Team on all quality issues.
- Carried out inspection and checking for all quality related procedures in the site and ensured activity at the site is as per approved Method Statement and ITP.
- Coordinated with site construction manager on all quality issues & conduction QA/QC site weekly meeting with project sub-contractor and QC personnel.

- Developed Method Statement for the activity, Inspection Test Plan and Checklist based on project specifications.
- Coordinating with the consultant's representative and Site In-Charge for inspection and meeting about the quality problems including the closure of Non-Compliance Report.
- Quality Inductions and Training consolidating data, statistical analysis, KPI preparation and daily/weekly/monthly report writing.
- Promoted Continuous Improvement, Lessons Learned and Preventative Action

### **Al Rashid Trading & Contracting Co**

**Riyadh, KSA**

*QC Mechanical Engineer*

*Jul 2016 - Dec 2017*

- Performed quality inspections on finished products, drafted reports to detail non-conforming material issues, and led problem-solving activities to quickly identify and permanently resolve quality and productivity issues.
- Successfully executed operational audits, assessed company operations for compliance with ISO 9001:2015 regulations, and facilitated process improvements to successfully decrease errors.
- Coordinated with quality control staff to complete inspections, developed training protocols in alignment with company quality standards, and recommended revisions to internal controls and operational policies and procedures.
- Conducted inspections and checks for all quality-related procedures on site, ensuring activity was as per approved Method Statement and ITP.
- Successfully coordinated with the construction manager on all quality issues, conducting QA/QC site weekly meetings with project sub-contractors and QC personnel.
- Developed multiple Method Statements for various activities, Inspection Test Plans, and Checklists based on project specifications.

### **Al Qaryan Group**

**Dammam, KSA**

*Quality Controller*

*Jan 2013 - Jan 2016*

- Implemented Quality Assurance & Control functions on the assigned project/company, resulting in improved quality of output.
- Re-framed the quality related policies, procedures throughout the company, leading to more efficient work processes.
- Initiated & conducted internal audits & Leading External Audits in coordination with 3rd party, ensuring compliance with standards.
- Enhanced the Quality Management System through continual improvement activities, resulting in increased customer satisfaction levels.
- Analysed the outcomes from audits to identify root cause of which can be addressed through corrective and preventive actions as appropriate.
- Reviewed the quality plans as submitted and ensuring compliance with contract requirements.
- Take ownership of Company Quality Policy's Core and Operating Values.

### **Yennai Hydrocarbon Services Pvt Ltd**

**Rajasthan, IND**

*Well Test Operator*

*Dec 2011 - Nov 2012*

- Directed completion of well-testing projects by tagging equipment at project end
- Operated oil and gas well equipment for proper positioning for each stage of operation.
- Facilitated field operations in accordance with safety management system & Monitored operating parameters of installed equipment in accordance to specification
- Chaired pre-job, toolbox meetings prior to well test operations on-site to communicate job tasks, conduct safety briefing and address questions.
- Coordinated and recorded use of onsite spares and parts inventory to track daily consumables and provide data for reorder.
- Maintained machinery, tools and vehicles in good working order to prevent unnecessary operational delays.
- Completed field reports and boring logs on daily basis and discussed issues with site supervisor.

### **Elixir Engineering Pvt Ltd**

**Mumbai, IND**

*QA/QC Inspector*

*Jun 2010 - Jul 2011*

- Inspected and complied welding as per NDT Level II standards, conducting tests to ensure quality or detect discontinuities (defects) using NDT methods of inspection.
- QA/QC and other services coordination to produce daily progress report to the PM.
- Investigation with check lists & RFI, making decision as per site requirement & the corrective action.
- Giving clearance for hydro test after completion the final visual and dimensional inspection.

## **PROJECT EXPERIENCE**

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### **Al Busaili - Maintenance & Renovation Services**

**Riyadh, KSA**

*QA/QC Eng-Aramco- Riyadh Buildings & Facilities*

*Oct 2022 - Present*

- Inspected electro-mechanical works for Riyadh area buildings and facilities to ensure adherence to quality standards.
- Renovated Saudi Aramco airport fuel storage facilities.
- Performed quality control tests on materials used in the renovation of Saudi Aramco airport fuel storage facilities.

**GRP Trading & Contracting****Yanbu, KSA***Sr. QA/QC Engineer - Maire Tecnimont (NATPET)**Jul 2019 - Oct 2019*

- Reinstated Polypropylene Plant with a total value 65 million by conducting incoming material inspections, developing method statements, and inspection test plans.
- Conducted quality audits that led to the approval of 20 new suppliers and increased the supplier performance by 30%.
- Successfully completed all project activities within 4 months, 10% ahead of schedule.

**Arabian Construction Company****Abu Dhabi, UAE***QC Engr. Mechanical - Baraka Nuclear Power Plant (ENEC)**Jul 2018 - Mar 2019*

- Conducted daily inspections of work in progress to ensure compliance with quality standards and specifications.
- Coordinating with construction department on all quality issues to ensure quality of work in compliance with specifications and shop drawings.
- Coordinated with construction department on all quality issues to ensure timely resolution and compliance with specifications.
- Lead and conducted quality audits in accordance with ISO 9001:2015 QMS, resulting in 0 major non-conformities.

**Al Rashid Trading & Contracting Co.****Riyadh, KSA***QC Engr. Mechanical - SABIC Infrastructure Works**Jul 2016 - Dec 2017*

- Conducted daily inspections of work in progress to ensure compliance with quality standards and specifications.
- Coordinating with construction department on all quality issues to ensure quality of work in compliance with specifications and shop drawings.
- Coordinated with construction department on all quality issues to ensure timely resolution and compliance with specifications.
- Lead and conducted quality audits in accordance with ISO 9001:2015 QMS, resulting in 0 major non-conformities.

**LEADERSHIP EXPERIENCE**

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**Al Busaili Electrical Mechanical Works****Riyadh, KSA***Quality Engineer.**Oct 2022 - Present*

- Responsible for Implementation of ISO 9001:2015 Quality Management System within the Organization.
- Reviewing and Developing Quality Manuals, Procedures as per the organization needs.

**Al Qaryan Group****Dammam, KSA***Quality Controller**Jan 2013 - Jan 2016*

- Reduced customer complaints by 35% through developing and implementing new inventory management procedures.
- Successfully maintained accurate inventory levels 99% of the time, reducing costly errors by 25%.
- Increased sales of manufactured parts by 10% through developing strong relationships with customers and vendors.

**CERTIFICATE & SKILLS**

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**Certificate:** ISO 9001:2015 QMS Lead Auditor (TUV-NORD), SABIC approved QC Engineer Mechanical**Skills:** Microsoft Office (Excel, Word, PowerPoint, Visio), Continuous Improvement, Communication & Leadership, Team Player and Attention to Details.