# Feroz Mirza

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**Education**

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| **Visvesvaraya Technological University** | **Belgaum, Karnataka, IND** |
| **Bachelor of Mechanical Engineering** | **Apr 2010** |

**Work Experience**

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| **Al Busaili Electrical Mechanical Works Co** | **Riyadh, KSA** |
| **Quality Engineer** | **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%.

• Prepared Quality manuals, plans, and/or procedures and other associated quality documents.

• Supported and led the inter department team for Corrective Action/ Preventive Action for the Non-conformance reports including tracking of NCR's, CAR's and Audit findings.

• Promoted the Quality Management System and Safety Awareness throughout the organization.

• Assured adhering to the Quality system of the organization and also as per the client/customer requirements.

• Reviewed and verified customers’ quality requirements are in compliance with quality standards and quality program requirements for products and services provided.

• Reviewed quality perspective documents such as quality manuals and procedures, technical deliverables, test plans and procedures, purchase orders, and subcontracts.

• Provided support to management for interface on quality activities (customers, suppliers, subcontractors, and others).

• 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.

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| **Mahindra &amp; Mahindra (Shah Motors)** | **Gulbarga, IND** |
| **Spares Dept. Manager** | **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.

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| **GRP Trading &amp; Contracting** | **Yanbu, KSA** |
| **Sr.QA/QC Engineer** | **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 analysing 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.

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| **Arabian Construction Company** | **Abu Dhabi, UAE** |
| **QC Mechanical Engineer** | **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.

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| **Al Rashid Trading &amp; 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.

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| **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 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.

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| **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.

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| **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 &amp; Renovation Services** | **Riyadh, KSA** |
| **QA/QC Engr-Aramco- Riyadh Buildings &amp; 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.

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| **GRP Trading &amp; 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.

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| **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.

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| **Al Rashid Trading &amp; 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.

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| **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 &amp; skills**

**Certificate:** ISO 9001:2015 Lead Auditor QMS. (TUV-NORD), SABIC approved QC Engineer Mechanical

**Skills:** Microsoft Office (Excel, Word, PowerPoint, Visio &amp; Access), Continuous Improvement, Communication &amp; Leadership, & Team Player and Attention to Details, ISO Quality Management System