

# SHYAM KISHORE SINGH

## ~ Senior Quality Management Professional ~

~ Project Management, Quality Assurance & Control, ~

Industry Preference: Construction/ Oil & Gas/Infrastructure

Location Preference: Any



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### INTRODUCTION:

- Result-oriented, Cooperative, self-motivated, innovative, Resourceful, qualified, organized Engineering management professional, **over Decades** of demonstrated vast experience, proven track record of Project management Strategic Planning experienced trainer, good communicator, consulting International projects in India & Middle East.
- Certified PMP, Six sigma Black Belt, QMS lead Auditor, Chartered Engineer, MIE, B Sc Engineering-Civil
- Construction Project & Quality Management for environmental & sustainability projects in India/Middle east. Worked with Multinational Engineering & Project Management consultants (PMC) and EPC-Main contractors
- Manages multiple assignment, Work under pressure, set strategic direction, Support offshore / heavy civils works, Infrastructure, dredging, industrial gases, Oil and gas industry, Petrochemical, Building, Sewage, Waste/water treatment, Pipeline, petroleum, Oil & Gas, Metro rail station, tunnel, metallurgy, Welding, NDT, coating & Painting

### KEY SKILLS:

- Quality Assurance
- Quality Control
- Project Management
- Construction management
- Stakeholder Management
- Material Management
- Time management skills
- Client Relationship
- Supervisory skills
- Managerial skills
- Internal audit
- External audit

- Business Process Mapping
- Statistical Analysis
- Team Management
- People Management
- Coordination skills
- Conflict resolution
- Information Management
- Risk Management
- DMAIC & LEAN Principles
- Root Cause Analysis
- Effectiveness Measurement
- Organizational Management
- Risk assessment skills
- Excellent Communication skill

### SOFT SKILLS

- Collaborative
- Communicator
- Innovator
- Committed
- Creative Thinker
- Analytics
- Proficient
- Ethical
- Consistent
- Presentation
- Cross-cultural
- Enthusiastic
- Intuitive

- Coaching & Mentoring
- Written Communications skills
- Verbal communication
- Subject Matter Expert
- Trouble shooting skills
- Presentation skills
- Problem Solving skills
- Proactive
- Decision Making
- Coordination skills
- Leadership skills
- Computer skills
- Training skills
- Interpersonal skills

### EDUCATION & CERTIFICATION

- Main Qualification -1991: B Sc Engineering (Bachelor of Civil Engineering)-M I T- Muzaffarpur, B R A B U, PMP (USA),
- ISO 9001 Certified Lead Auditor - IRCA, IMS- ISO 14001, ISO 45001, NEBOSH, Lean/Six Sigma Black Belt, Chartered Engineer, MS office, Auto-cad, Primavera P6, NDT, Phased Array Ultrasonic Test,
- Computer Applications, Asset Integrity and Process Safety Management, H2S, Lean IT, ASQ – ZED( Zero Effects Zero Defects) Consultant.
- Member Institution of Engineers (MIE), Life Member Quality Council of India(QCI)
- Address : GC6, Gaur City-1, Delhi NCR-Greater Noida (W) -U. P. -201318 (India)

### PROFILE SUMMARY :

- Lead, mentor, coach and develop the local project delivery team, Organizational structure, regular project reviews, monitor projects health to identify recovery actions. Presentation skills, estimating, forecasting, risk management, management of change, project close out, Program management, Technical consultation, contractor management
- Develop Project Quality Management System (PQMS), quality planning to comply requirements with proactive approach. ISO compliance procedures, standards, QAQC scopes, inspections plan, risk, key metrics, Quality matrix, quality data analysis, attained Kick off meeting, Set Benchmark, business development, Supplier management
- Financial control, Administrative direction, procurement process, contract negotiations. effective plans and methods for completion of project, ensuring necessary permits and legal papers are secured prior to project commencement. implementation of strategic programs and policies for product quality in defined framework, collaborating etc.
- Ensure technical reviews of contracts, identify key success factor shop drawings, progress monitoring. Chair Quality review meetings, review minutes of meeting, Quality Control Procedures, Project Quality Plan as per requirement, ITP, communicate quality requirements to concerns, design & construction drawings, Vendor approval, QA Training

- Identifying issues, Problem solving, timely delivery, negotiation, ensure flawless execution, meet deadline, quality standards compliance, allocate budget & establish cost baseline, functionals support, Entrepreneurial spirit, interpreting statutes, codes, best practices & regulations. selection, training, discipline & remuneration of staffs,
- Analyse customer satisfaction, customer feedback, technical reports, remedial actions, update database, budget allocation, met objective goal and target. Planning, client liaison, QHSE surveillance, walkthroughs, process oriented, promoting Contractual Quality as customer requirements, cost control with full profit and loss (P&L) responsibility
- Follow up Pre-Commissioning, Commissioning, Ensure Stakeholder engagement, Benchmarking, Performance Metrics, Balanced scorecard, Key Performance Indicators (KPI), Trend analysis, subcontracts, systems training
- Liaise legal Authorities, third parties, engineering disciplines' owners & site representatives, Field service team, Long term Project direction on QA/QC, manage multiple development projects, client management
- Managed concessions, changes, deviations, Establishing & implementing control system, Right first time policy, performance monitoring, controlling and auditing Business process management, Lesson learned documented
- Technical review of material & it's selection. Involved in Requisitions, purchase orders, report writing, Manage Internal and external changes, Sound quality programs, safety programs, site Engineering & supervision
- Review technical Engineering, specifications, code, standards, tendering document, pre-qualification, detailed design, international standards, process control, Safety regulations, man management among multi-disciplinary teams.
- Enhance customer experience, process implementation, concept designs, value engineering, client interfaces, supervisory, Project coordination, Engineering Documentation, File management, construction management
- Process Inspection & Testing, Laboratory testing, Corrective actions and Preventive Action , Information audit, Capability assessment, Prepare Audit schedule, conduct audit, Close NCR/CAR, Ensure continual improvement.
- Project reporting. Co-ordination with relevant organizations, reports review and Analysis, resolving issues with site management, Root cause analysis of issues, technical support to business system improvements, contract planning.
- Performance appraisal, responding contract requirements, Asset management, construction/design supervision, deadline-oriented program execution, DMAIC & Lean processes, risk analysis, civil works planning, concrete workshop
- Deploy manpower as per business planning and performance, solving technical problems with new technologies
- Allocation of resources, Motivating Team performance, Co-ordinate Lesson learned, update data procedure development, optimization of production Process. Creating and sustaining a dynamic environment that fosters the development opportunities in fast track project lifecycle & milestones. Promote company culture mission and vision.
- Motivates Quality & project performance amongst the team leadership, senior management within contractual obligations, client requirements. Create learning environment, Meet tight deadlines & search new opportunities

## Work Experience

### **Dec' 2019-Contd., Position : Head - QA/QC, Project : Civil Infrastructure (Road and Airport-Runway, Apron, Approach Road, Taxi Track)**

- Assure quality products and work processes by audit, establishing and enforcing quality standards and testing of materials and products, Cement & Steel Plant Equipment, Material handling etc.
- Establishes Quality standards/ Quality Assurance Procedures (QAP) by studying product and customer requirements. Improve product quality by enforcing quality assurance policies and procedures.
- Develops raw material inspection & testing standards by studying manufacturing and engineering requirements. Review monthly dashboard, Devising testing methods and procedures with proactive approach
- Procurement and Construction Surveillance Programs per the Project Quality Plan (PQP), Establishment and maintain customer complaints management system. Analyze COPQ, quality planning, comply requirements
- Implements in-process product inspection standards of site work, methods for outsourcing vendors.
- Ensures budgetary & timesheet approval & controls for direct reports and Third Party Inspection Services
- Defining rework standards by devising inspection and physical testing methods and procedures.
- Prepares product and process quality reports by collecting, analysing, and summarizing information and trends.
- Effectively communicate quality at project & functional level, Expediting & Vendor management,
- Ensure profitable performance, accounts receivable, programme delivery, budget, financial growth creation of value to shareholders. Reduce costs, business development, Analyse financial performance targets,
- Identifying issues, Problem solving, timely delivery, objectives at risk with influence others & negotiation skills, Manage concessions, Changes, Deviations etc, flawless execution to meet schedule deadline, quality & regulatory standards, allocate project resources, & manage budget, functional support in matrixed fashion.

**From : July'17 – Dec'19**

**Position : Senior Manager-Quality Assurance , Company: Kellogg Brown & Root, Kingdom Of Saudi Arabia**

**Project : (Oil and Gas, Petrochemical, Sewage Water treatment, Reverse Osmosis, Wastewater treatment etc.)**

Project Management & global Engineering consultancy services(PMC), construction design ,

- Developed, implemented monitored and controlled Project Quality Plan, Quality Manual, review design briefs, SOPs, design management, Quality policy, Quality objectives to consultants/contractors, Performance bonds, insurance, warranties
- Possess excellent writing skill, Detail oriented, Prepare Technical proposals evaluation its constructability, bid documents, bid invitations, Technical and business writing, Interaction with all management level and departments, Purchasing, construction Design/engineering. quality planning to comply requirements with proactive approach.
- Support teams management, process owners in development & implementation of plans and procedures as per design principles. Monitoring quality performance (FMEA, SPC) Tender preparation, Inputs review to tendering documents,
- Develop, implement audit schedules, plans, including unannounced visits, maintained working environment to Meet design standards. Focused & strategic approach to Quality aspects to the Supply Chain with ERP(SAP),
- Carry out & lead internal and external audits. Develop statistical report, Root cause analysis( RCA)-fishbone diagram, frequency distribution charts, regression analysis, Performance metrics. Chair Quality meetings, attained Kick off meeting, Records Management, follow design teams, take trust and empowerment initiative
- Identify and communicate lessons learned. Quality workmanship, Personal effectiveness to Coordinate and manage 3rd Party Audits. Technical expertise in Quality program, Analyze problems, Root cause analysis of issues inspection and testing technique, analytical skills - data analysis, motivation, communicate quality requirements to all concerns
- Reviewed Civil, mechanical, electrical, equipment, design projects for quality, development of functional strategy. Quality training, statistical tools, Quality audits & compliance report preparation, Risk analysis, analytical approach to problem solving, Prepare Audit schedule, conduct audit, Close NCR/CAR, Ensure continual improvement.
- Field inspections report, requirements are met, legislation, project assurance, contract management, technical papers
- Monitors the effective oversight of Contractors Engineering, Procurement and Construction quality efforts
- Review, validate & verify design procedure. Effectiveness of process performance, identify area of improvement
- Train staff for performance, Client Interfacing, ensure contractor procurement plan, exchange of communications.
- Reviews Contractor's quality audit schedules, Contractor's Quality personnel assigned to the project, Audit schedule.
- Makes recommendations for corrective action & preventive action in design drawings. Decision maker to confirm production processes. Developed multitasking skills, applies knowledge management of quality systems & tools to validate & verify standards for executions. reviews of contracts, identify key success factor
- Implements principles, performance evaluation, prediction to improve reliability & maintainability, commissioning, report writing, Quality assurance processes in project organizations, Technical and commercial support in tender, ensure manpower, resource, budget etc. Manage Internal and external changes
- Maintain quality standard, quality procedures, materials of work scope. CAR and TPL, construction Insurance Claims
- Quality and Cost analysis, Technical support to business systems development, Audit quality system for compliance of ISO Standards. Analyze data using analytical instruments, monitor customer satisfaction index, vendor performance
- Performance and results of related multi disciplines, multicultural teams sub-group within function, oversee bid openings, provide inputs to kick-off meeting, key performance indicators, review Return On Quality Investment (ROQI) report
- Orient the delivery of functional objectives by providing leadership and direction to team members with verbal communication skills. Implemented global processes & procedures, Quality engineering review of design, change control functional support to task completion, flexible, open-minded, analytical to validate performance

#### **May'16 to Jun'17 with NAA, PDO Oil & Gas Project, Oman**

**Quality Manager** – Oil field drilling Rig infrastructure, Rig pad, cellar, Approach Road, Inlet-outlet piping, camp, Land development, Earthwork, well services, Service lines, crude pipe line, Drainage, Sewage and water distribution system

- Established, Implemented, monitored and controlled Quality Management System(QMS). Quality management reviews meeting
- Project Quality Plan, Procedures, Method statements & ITP, Managed Risk and mitigation, Job planning, Changes. Internal Audits.
- Vendor and internal process Evaluation, set performance management framework, Technical supervision, Interface with Logistic information System (LIS) Quality meeting, developed communication channel, Identify trend of nonconformance, quality issues
- Quality operations and support functions, Conducted Review Meeting, Contractor, Sub-Contractor Quality Audit, Close-out project phases. Interaction with stakeholders, Prepare executive summary reports, multi project QA/QC Management in corporate office.
- Establishes, conducts and record keeping of lab test, quality orientation & training, establish & maintain relationships. Root Cause Analysis, Quality trend analysis Statistics/KPIs, NCR, Performance Metrics, implementation of Corrective and Preventive Action.
- Conduct system verification for installation and compliance with design specifications and report preparation, early warning notice on quality issues. Promotes and monitors key processes such as Deficiency Reporting (DR), Specification Deviation Request (SDR), Non-conformance (NCR) and Corrective Action Requests (CAR) Resolution of quality issues and or elevates to PQM as required
- Developed strategies with organizational skill to achieve financial and operational goals. Payments and invoice review
- Training to site quality staffs, to ensure uniform standard of practice across the site, root cause analysis(RCA) of criticality findings
- Monitor Quality and workmanship of concrete, ensure slump and temperature are checked for every truck, pore-records are maintained. Developed the project quality plan in line with the ISO 9001, streamline processes development, scope of work
- Implementation of quality and execution procedures as per corporate initiatives. Maintained working relation for QA/QC issues. Updated project quality documents as required. Leadership, mentoring & supervision, Instant decision to avoid delay in execution.

- Reviewed Test Plans, supplier PQ documents & coordinate with Procurement for supplier PQ. Conducted Periodic site inspection.
- Reviewed suppliers & construction contractor quality and HSE documents. Coordinated Quality activities, engineering process etc.
- Planning audit schedule, conduct internal technical compliance audits as per plan and inform the interested parties accordingly.
- Reviewed and provided Quality feedback on quality related matters the quality to projects and engineering/design team.



## Previous Work Experience

### **Jan'15 to Feb'16 with Aurecon ( PMC ) for OPMC Material Handling Project-Qatar**

- Lead Quality Manager-** Management consulting global engineering for FIDIC design-build Infrastructure projects, Consultancy services for material handling systems, Massive conveyor lines, Hopper, Material Stacking Yard, Secondary, Primary Substations, HV/MV/LV power distribution, fibre optical cable, HVAC, planting trees Firefighting, Control Buildings, Internal Road construction, Drainage, Sewerage, Water systems, supply pipe lines (transmission and distribution systems), Earthworks, greening, Irrigation, Landscape/garden,
- Ensured quality requirements are incorporated into tender document and vendor evaluation procedure, motivated & empower human resources. Contractor supervision with leadership capabilities, SWOT Analysis, O&M documentation, electro, mechanical, sheet metal and plumbing
  - Monitors the effective oversight of Contractors Engineering, Procurement and Construction quality efforts Manages the implementation of PMT Q/IM solutions in a timely & cost-effective manner that compliments safety, cost & schedule
  - Identify, evaluate and resolve Civil, Mechanical & Electrical Engineering related quality issues, technical solutions, monitor business metrics
  - Provided quality inputs and advise to the procedures of procurement, construction pre-design, project design, tendering, commissioning/handling over of MEP, civil and structural engineering, Vendor management, support in safety planning and environmental planning
  - Ensures appropriate personnel review & approve deliverables of EPC Contractor & any sub-contractors (e.g., Plans, ITPs, etc) Monitors and measures quality performance. Implement QMS, Liaised with project director for QAQC, inputs in quality review meetings, make informal & formal presentations
  - Internal and External audits as per ISO standards, Followed up closure of findings, CARs, Team oriented, Project risk review & mitigation
  - Management review meeting (MRM), Performance evaluation of the contractor & subcontractors, for success of all aspect of business operations
  - Regular quality meeting on quality issues, non-conformities, quality improvement initiative with maturity, Innovation, Technical understanding
  - Audited subcontractor and vendor of materials/ Equipment, training to QA/ QC personnel, audit QA/QC procedures, site documentation
  - Reviewed contractor's calibration, quality plan, procedures and documents, establish continuous improvement team culture and standardization
  - Collaborated with contractors engineering in-charge, project managers, team of multi-discipline staffs, key clients, Review Quality pan, ITP
  - Vendors and supplier quality evaluation, scores bid, support senior management with problem solving & decision-making skills, safety briefings, Man management skills, resource utilization, organizational abilities, relationship management, Quality Improvement processes
  - Coordinated Lesson learned, Pre-Commissioning, Commissioning test procedures, Testing spare of parts, QA/QC activities, Stack holder's issues.
  - Prepared weekly/Monthly QA Report, KPI Trend analysis. Analyse problems, deliver innovative solutions, Record punch lists and follow to close it
  - Implement electronic document management aligned commissioning management requirement, support safety officer in Job safety analysis
  - Monitor calibration & testing of measuring equipment, certification and maintenance of construction equipment. Deal Multi-cultural environment
  - Defined requirement for contractors and vendors, including quality control & quality assurance , interpersonal communication & business skills
  - Implemented Quality management skills, operational excellence- Supply Chain management of raw materials, customer assurance requirements
  - Act as single/focal point contact covering all quality issues for site staffs, external clients and other external agencies. Workplace safety inspections
  - Established quality policy, objectives as vision & mission, workable solutions to quality safety and environment (QSE), document management
  - Stimulated quality system awareness with project employees continual improvement of the QMS. Ensured design philosophy implementation
  - Defined QA/QC resources during various phases of project progress and managing QA/QC services as contract requirements, maintained successful track record

### **Sept'12 to Dec'14 with Penspen, Offshore Oil and Gas plants, Aramco & Kuwait JV Oil Project, Saudi Arabia**

- Quality Coordinator/Manager -** Project Management Services (PMC) & consulting engineering, management and supervision of EPC projects within a \$4bn programmes, production facilities of energy and technology solutions including offshore field development, sub marine pipelines, SPM, Jackets, brownfield modifications, Pipe line, onshore brown field and greenfield plant works, utility works (desalination, power plants etc.).
- From conceptual design to closeout for Core engineering function for review of pre-FEED Design Basis Scoping Papers for FEED supervision and for EPC engineering specialist support, SOP program development, Engineering deliverables related to Quality Management skills,
  - Prepared Quality Plan, Management procedure and implemented as per ISO: 9001, supported legal advisory, customer communication. Evaluated bidder compliance with work scope, Insure deliverable verified, Technical aspects, QA/QC Procedural requirements, assessed and upgraded.
  - Reviewed design programs and resolved technical matters related to QA/QC documents, Quality plan implementation, ITPs, Quality Procedures
  - Participate in detailed engineering, pre-construction support to procurement, fabrication, testing installation, commissioning and start-up stage.
  - Client side interface, Conducted verification assurance audit for offshore-onshore, scope creep of project, followed up to closure. Requirements
  - Establishes Company surveillance assessment schedules and ensures assessments are conducted timely in manner.
  - Participated critical design review, testing of materials/equipment, It's component & failure investigation, root cause analysis, Technical query
  - Prepared Monthly QA/QC Reports, analysis of quality status, Followed up QA/QC audit finding & briefs to senior executives & management
  - Analyse, interpreted and reported the QA/QC status, Managed Training, Orienting and induction to staffs on IMS for professional standards
  - Reviews and provides comments to Contractor's Project Quality Plans & procedures Interfaces with Head of Vendor Quality Surveillance for Equipment and Materials Ensures COMPANY Lessons Learned are implemented and verified
  - NCR and its closure, maintained change records, Risk register, handing over documents, construction programs, input to 30/60/90 model
  - Review site instruction, recovery plan, change orders, waiver request, documentation, delivery package. Site reviews, Project Quality Reporting
  - Lesson learned, HAZOP, Analysed Risk, Change management, Quality data management, QA/QC review meetings. Prepared KPI quality tables with business strategy, Highly computer skilled in analyse trends, identified critical area of improvements. QA/QC input to the Scope of works
  - Interface with Technical core manager, project head to achieve 100% client objective for EPIC tenders. Maintain strategic relationships

### **Jan'10 to Jul'12 with CPECC, Habsan to Fujairah(Dubai) Crude Oil Pipeline EPC Project, UAE**

- Lead Auditor/QA Manager-** Project Management and supervision of within \$ 4bn programme of works for energy sector, technical solutions design build projects - offshore development, brownfield modifications, subsurface drilling, Pipe line, onshore brown field and greenfield plant works, utility works (desalination, power generation plants Crude oil Cross country pipelines, , intermediate station, Firefighting, Static & Rotating equipment, subsea pipeline, offshore construction, single point mooring(SPM) devices installation, Jackets, Submarine cables and pipeline, Topsides, storage Tanks
- Coordinated site third party inspection, Non Destructive Testing program, engineering disciplines, safe works habit safety management systems adherence, material tracking, support purchase requisitions, process minded approach to audit, photo & video evidences coordinating projects
  - Establish business performance management, efficient line management, project team, effectiveness of world class quality management system
  - Managed disposition of non-conformance for effective resolution and process improvement inspectors representatives, turnover documents
  - Coordinates and participates in Engineering, Procurement and Construction phase Quality Audits and verification of follow-up activities
  - Facilitating, coordinating to resolve quality issues, conducting audit to assess process-driven quality system monitor site inspection, test activities
  - Handle multiple projects, conducted External and Internal audit, validate Integrated management systems (IMS) implementation on project
  - Maintenance rotating equipment & Static equipment, Inspection test equipment & components, witness equipment commissioning, start-up stage
  - Participated logistics, vendor selection, procurement process, collaborate project team member, train others, Control Chart, Pareto Chart, Dash boards, Histograms flowchart preparation for monitoring planning systems for strategic business, customer advocacy and proposal support
  - Applies extensive hands-on, industry-based experience & knowledge to promote & establishment of existing systems, processes & procedures within a structured quality framework, Set Positional boundary with approved Project Organization Charts
  - Record review of Leak testing, operation, maintenance of facilities, Mechanical completion, Paperwork, asset management, Project documentation
  - Commissioning supported with Computer technology, Maintenance Management System, Completion Management System as per service contract
  - Coordinate technical subjects matter experts, stakeholder relations, review Hardness data, MTR's, engineering data, bill of materials, NDE, WPS
  - Identify trends, evaluate status of quality systems, implementation with statistics, reported to management, handover, programming & close out
  - Interfaces and briefs senior and executive management with regard to QMS performance and ISO 9000 process improvement, facilities operations
  - Ensured Quality documentation aligned as built hand over dossiers requirements. summarizing information, Support production managers on project

### **Jan'09 to Jan'10 with ADCC JV , NDIA Airport, high profile Project, Qatar**

- QA Manager-** Aviation-Airside and airfield buildings - Emiri Terminal, Hanger, cargo agent, Air Traffic Control Tower, Utility Buildings, taxiway, Helipads pavement, Retaining walls, Passenger Boarding Bridge (PBB), Preconditioned air unit(PCA), Aeronautical ground lighting (AGL), Visual docking guidance system (VDGS)
- Develop Project quality plan, Work procedures & methodology, Inspection test plan, Audit schedule, Management Review meeting, Quality Manuals Civil works Construction, Advise on staff recruitment, Planned, scheduled audited and measured the effectiveness of process, function and discipline. Site supervising.
  - Testing and commissioning, ORAT trials, review design drawings submitted by consultant, Oversee Airside & Airfield construction liaising monitoring activities
  - Identified areas of improvement and verified compliance to system, vulnerabilities and liabilities addressed with preventive actions, decision to influence output, communicate effectively Non-conforming material to all concerns, prepare monthly dashboard, Ensure quality management aligned with project design, Detail oriented,
  - Operating environment is dynamic and challenging, requiring a high degree of personal commitment and organization
  - Follow-up audit findings closed out audit reports and CARs, implemented Corrective and Preventive action(CAPA), managed site, Interact with all levels of management
  - Performed Quality investigations root cause analysis for critical findings. Facilities management, single point contact, Audit as planned on approved audit schedule.
  - Input to IMS Management Review Meeting(MRM), determine suitability for compliance, effectiveness. Closed client interface, making presentations utilizing visual aids
  - Documented IFC drawings, specifications, codes, standards, engineering project controls, claims resolution, procurement, estimating, vendor/subcontractor auto cad
  - Coordinated Codes and standards, analysed audit findings evidence, feedback on the opportunities for improvement. Uses site Engineering server for documentation.
  - Promoted and implemented quality standards throughout the company. Prepared and obtained approval. Issued and implemented a project specific Quality Management Plan (QMP) in compliance with requirements. Performed activities such as confirming quality control compliance, management of quality problems etc.
  - Ensured company standards as outlined in the QMP are effectively implemented. Ensured ample corrective measures are implemented in cases of noncompliance.
  - Provided administrative and technical direction to all quality assurance and control personnel. Established, tracked and reported on trends for key quality metrics including customer satisfaction. Developed, managed and continually improve the Quality Management Plan. Monitor compliance with checklists

### **Oct'05 to Dec'08 with Group3 LLC, High Raised Building Project United Arab Emirates**

- Corporate Quality Manager-**Major capital Improvement, Mixed-use, Industrial, hospital, commercial projects, Architecture, Real estate – Land development, high rise residential building, Oil & Gas (ADNOC) projects
- Working experience as senior Quality advisor for projects, Planned, directed and supervised project specific Quality Assurance .
  - Promoted and implemented quality standards throughout the company. Set Quality Milestones, Prepared and obtained approval.
  - Issued and implemented a project specific Quality Management Plan (QMP) in compliance with requirements.
  - Performed activities such as confirming quality control compliance, notification to management of quality problems etc.
  - Provided administrative and technical direction to all quality assurance and control personnel. Consensus building among team
  - Ensured company standards as outlined in the QMP are effectively implemented. Process enhancement and procedural system improvements
  - Ensured adequate corrective measures are implemented in cases of noncompliance, Reliable and safe work practice on projects
  - Worked closely with Project Manager to confirm that the project delivered in conformance with Quality requirements.
  - Developed, managed and continually improve the Quality Management Plan. Preventive Action Planning, Monitor compliance with checklists
  - Established, tracked and reported on trends for key quality metrics including customer satisfaction. Ensure smooth handover

### **Sep'04 to Oct'05 with Essar Oil, Refinery Project, India**

- Manager-Civil (Project Manager) -** Tank-farm, Substation, Control building, Pipe Line & Piping, RTR Pipeline, embankment, Rail track, Rail transportation, Offshore jetty and Marine structures, roads, Trucking, Electrical communication cables, Captive power plant - Gas Turbines
- Managed Civil department, Scheduling, Contingency planning, development of department strategy at tactical & operational levels, cost estimating, budget control
  - Managed optimum performance & delivery criteria & benchmarks of department and contributed to profitability, P&L accountability (profit & loss), basic design plans
  - Formulated Project Management Plan, Project evaluation, Balance Score Card/Operational Plan for the approval of the design & engineering, mentor subordinates
  - Ensured realization, in accordance with Engineering specifications to achieve the objectives linking KPI, executive reporting, gap analysis, business meetings

- Monitoring progress Work Breakdown Structure (WBS), Cost Breakdown Structure, Resources Breakdown Structure, Prepared financial performance, adjusted detailed project work plans and department staffing plans. Implement baseline/master plan, safe site practice, bid analysis, Tenders and contract negotiation
- Planning, formulation of design alternatives & solution for construction technical issues, conceptual estimates, finance operations, work winning feasibility studies
- Ensure general technical performance by applying technical data & business background, turnaround performance reviews, excellent verbal, oral communications,
- Coordinated bidding process, procurement, communicated staff on the department's working methodologies, assure delivering projects within schedule and cost.
- Prepared Master plan, Financial audits, allocated hours & budget for all projects with regards to civil disciplines to complete the Civil projects, contract closeout
- Set key milestones Interfaced with other disciplines departments in professional manner, clients, construction contractor and third parties. Manage Change Orders

**Sep'03 to Aug'04 with Archirodon, Qatar Petroleum (QP) LNG Offshore Project, Ras Laffan Qatar & Omifco fertilizer Oman**

- Section Head (QA/QC Manager)**—Omifco Fertilizer project, Loading Berth, Pipeline, Tanks, Marine works, Jetty, steel structure, Dolphin, Road, Pre casts
- Managed quality, ensure compliance to QMS codes, standards, regulations, ordinances, specifications, regulatory requirements, Authority for quality performance
  - Improved high quality achievement and performance improvement throughout the organization, construction efficiencies and productivity factors at site location
  - Managed development and implementation of QMS for fabrication, inspection, documentation, assure project implementation, reporting Head office management
  - Assigned duties to QA/QC staff and related work schedules. Reviewed work orders, Followed closure of nonconformance report, support team technical capabilities
  - Identified & developed certification requirements, asses education/training need of subordinates, continuous process improvement in business understanding
  - Demonstrate leadership to overcome obstacles, mentorship, training & direction, Quality Management Techniques to all QA/QC personnel. Support plant operations
  - Taken responsibility for hold-point releases, operational activities and related issues, Dredging, practice operating efficiencies to go into the next work stage.
  - Developed, implemented risk based inspection (RBI) activities and processes, standard value-added practices, comply security protocols, functional requirements
  - Managed plant integrity through a failure analysis reporting system and following up on recommendations, client facing role to address QA/QC, handling inquiries
  - Overseen supervision of all visual inspections and NDE, including 3rd party subcontractors, site documentation. maintain labour relation, Resolved redundancies
  - Quality inspection, NDE, develop mock-ups, field testing plans for construction, field work, rehabilitation & repair work, alterations, reporting requirements adhered
  - Check lists, construction processes, Identified and developed alternative solutions to correct inspection functional deficiencies. Interface with executive leadership
  - Manage construction vessels, barge, change process, plant equipment maintenance, inspection, NDE certification, QMS internal audits to maximize efficiency

**Mar'2002 to Sep'2003 with KSHI JV, Under Ground Cut and Cover Tunnel Metro Rail Project, India**

- Civil Manager Project Management**- High value EPC Civil engineering sustainable Infrastructure projects, open cut and cover tunnelling, dewatering, underground structures stations, Steel Structure, Rail Yards, Diaphragm walls, Bored piles.
- Compiled & planned budget, cost estimates, financial estimates. Managed complex multidisciplinary supervision, oversee, revenue & cost, accounts commercial
  - Coordinated with planners to develop schedules of contractors and subcontractors. Reviewed contractual agreements, Construction supervision, Cash collection
  - Liaison with Internal teams, Programme, planning and risk engineering system compliance, financial assessment, Senior teams meeting and strategic workshops,
  - Ordered, managed materials hardware, equipment, reconcile, Liaison with engineers, buyers, estimators, quantity surveying, negotiation Supervise field construction
  - Maintaining relationships with involved stockholders, prepared weekly and monthly progress reports, owned professional responsibility, coordinating turnaround
  - Supervised construction project progress, reports on timelines, progress & adjustments, cash flow, analysis to reducing costs, timely delivery, project tracking
  - Interface with Sub - contract management, client management, Dispute management, Materials Management, Contract administration, Quality Management,
  - Performed tasks of a cost estimator, projects are completed on time and within project budget. Maintained high calibre cost effective performance, Cost reporting
  - Developed program of work and strategy development, successful project, tender briefing, Civil Construction supervision, client co-ordination, monitoring activities
  - Ensured safety inspections, regulations of health safety and environment (HSE) are adhered. Technical writing, setting priorities, Site Construction monitoring
  - Communicated with client, subcontractors, suppliers, the public and the workforce, supplier audits, set recovery plans, account reconciliations, Budget management

**Apr'01 to Mar'02 with Hyundai Engineering, Cable Stayed Bridge Project, India**

- Quality Assurance Manager**- Cable stayed bridge, approach road, Temporary jetty with sheet piles.
- Provided Quality leadership, poised to Develop the Project Quality Plan. Performed Client Satisfaction Surveys. Attend project management training
  - Conducted the quality review, strategic vision & commercial awareness, Technical clarification, Technical Audits review for compliance with schedules and procedures
  - Assisted the Project Manager in developing an orientation program as of the Project Quality Plan. Integrity management, Support to adopt emerging technologies
  - Prepared Corrective actions reports. Modified Project Quality System as necessary. Discuss top management, Instructed inspectors for product quality inspections,
  - Provide guidance & leadership to initiate and maintain behavioural based quality performance culture. Ensure compliance monitoring for improving efficiency
  - Assisted in continuous Lessons Learned input to the business services, multi-functional project teamwork at a senior level, Coordinated PRO for permit to work
  - Created/assisted in creating QA/QC programs, maintain proficiency testing confidentiality and trust, ensure required materials testing and approval processes
  - Leded project quality audits, Reviewed vendor, subcontractor's quality plan for compliance, negotiating contracts & quality issues, support in Talent Acquisition
  - Ensured QC field test coordination, QC Program Plan. Managed conforming and non-conforming materials on site, monitor quality certification, punch list closure
  - Reviewed & approved vendor, subcontractor test and inspection plan. Review subcontracting plan, Government organization skills for work permits
  - Conducted Audits, testing and evaluation of performance of departments in charge on projects, vendors, subcontractors, internal external relationships

**Jun'99 to Mar'01 with Besix Dabhol, Multi-discipline Marine Offshore Enron Power Projects, India**

- Senior Engineer/Dy. Manager- QA/QC**- Marine projects-breakwater, dredging, Offshore jetty, port, tanks, Pipe line, roads, design build, loading unloading berth.
- Prepared, and approved the development of Project Execution Plan (PEP) as per RFQ/Contract , Carried out implementation. Contract review, find cost savings
  - Ensured Lessons Learned documented in the project life cycle of power Projects, Technical evaluations, Resolve issues with stakeholders, business partners
  - Integrity (IM) of quality management system maintained, project management tools and quality activities implemented, knowledge sharing, work permitting,
  - Managed Nonconformities, testing & quality measures, close out overall construction effort represented company with client. Fulfilled operational requirements
  - Defined roles & responsibilities and deliverable in terms of scope and schedule to all the team members. intervene with hiring personnel, claims management
  - Monitored construction productivity, transportation of finished goods, spaces of performance and investigated reasons for under-performance, Land area restoration
  - Adhered to Company Safety Standards and promotes safety culture among the team throughout, adhered to environmental control, Health & Safety(EHS) programs

**May'97 to Jun'99 with Afcons (1<sup>st</sup> tier EPC contractor) Reliance Refinery -LNG Project, India**

- Senior Engineer/ Construction Manager**- Heavy Industrial, oil and gas, Reverse Osmosis, cable trench, Pipe Racks & Tracks, Roads, drill and blast mining.
- Leded a multiple disciplines team coordination of Structural/Mechanical/Piping together with Civil, Electrical and Instrument for, cost plus & turn key projects
  - Obtaining all necessary resources, materials and engineering deliverables for execution of the Project. Coordinated arrangements between Key personnel and subcontractors for appropriate work site access. Financial forecasting, applied earned value metrics CPI, SPI, TCPI, and ETC to monitor, maintained labor relations
  - Performed construction activities in accordance with schedule (CPM, PERT) and all technical requirements within Time constraints, schedule and budget constraints
  - Excavation and transportation of sediment / soil contamination, radiological decontamination, slurry wall, landfill cap in earthwork, Inventory management practices
  - Complied environmental management systems of water industry in O&G sector, support precast production facilities for quality, Site QA management planning
  - Supported planning manager on budget changes depending on the changes of construction quantity, tender process, cost engineering. Manage critical systems
  - Ensured construction works executed in accordance with Project QHSE requirements, Job Safety self-assessment, environmental analysis, emergency procedures

### **Jun'1996 to May'1997 with Obayashi Corp. Road & Bridge Public Sector Project, India**

**Project Engineer-** Lump sum Major capital projects, Bridge and Roadworks, Well-foundation, girders and slabs, Post tensioning, Pre tensioning

- Monitored material procurement & deliveries, ensured construction activities and schedule, Productivity improvement, Earned Value Management System (EVMS)
- Ensured that materials received meet specifications and established standards of quality status reports, company management, find service providers, vendors
- Supervised the concrete casting works and provided technical expertise for construction engineering and survey to manage & drafting requisitions, cost engineering
- Maintained quality assurance and installation as per the plans, specifications, and industry standards, coordinated with government entities, regulatory agencies
- Ensured that tests and inspections are performed, witnessed, documented as per approved procedures, adequacy of site plans, permitting & traffic management
- Development of construction planning, schedules, contracts, procedures, construction methods and systems, application of construction technology and standards
- Supervised construction engineering work, provided technical expertise, strategic planning advice, survey personnel. Follow site specific healthcare and safety plan

### **Aug'1992 to Jun'1996 with Civenger(PMC)-DLF Cement, Cement Plant Project, India**


**Project Engineer-**Project management consultancy services- Very large projects includes drill and blast mining, Internal Roads, High raised framed structures, Silo, Hopper, Chimney, Conveyors, Rebar, Structural steel fabrication. Machine foundations, earthwork, Internal Roads, High structures, Water tank

- Supervised and Inspected concrete, other contractor's work, verified contractor's invoice, required and claimed quantity, study project impact on local community
- Ensured technical & quality specification of works communicated, complied accounting procedures & processes, Participated in project management meeting,
- Assisted in defining change, estimates of the hours, recommended budget limitations, adjustment, reviewed site plan and statements, acceptance sampling plans
- Ensured project/program is executed in accordance with engineering department procedures, review deficiency and remediation, classification of punch-list items
- Ensured Technical risk assessments are comprehensive and complete, cost reduction by vetting design concepts, analysed project data narrative, weekly highlights
- Ensured Statutory and specific design reviews are in accordance with quality assurance (QA) procedure, organize plan development project work plans

### **Sep'1991 to Jul'1992 with MSK Engineers, Petro-chemical project, India**

**Civil Engineer-** Well versed in structural Foundations, Pipe Track/ Rack, Roads, Steel Structures, Warehouse, Industrial & Utility buildings.

- Planned and coordinated site works in consultations with the technical/Non-technical teams. Provided technical leadership coordinated client during project initiation
- Coordinated the site activities in the project site testing, reinforcement fixing, Calculating quantities (BOQ). Billing for invoices, Interpret engineering drawings
- Fabrication and Erection of Steel structural buildings
- Deep excavation, mechanical trenching, ploughing, pipe trench, heavy foundations, industrial structures, boring, dewatering, outside plant and inside plant
- Structural work, shuttering & concrete casting, checking Reinforcement details, marking and setting out of excavation, implement schematic and working drawings
- Concrete mix sampling, samples slump test, Cube compressive strength, prepare BBS, monitor fabrication yard, construction issue resolution for technical questions
- Resolved unexpected technical difficulties design issues and other problems that aroused. Safety leadership to construction team

 **Professional Affiliations:** (Project Management Professional - PMP) - PMI, ISL, IQF, Member Institution of Engineers-India-MIE, Life Member Quality Council of India-LMQCI, Chartered Engineer

 **Standards:** Familiarity ISO 9000, ISO 9001, ISO 14001, ISO 45001, ISO 19011, ISO 29001, NEBOSH, NACE, API, NDT, BS, ASTM, ASNT, ASME, AWS, ANSI, AASHTO, ACI etc.

 **Computer Literacy:** Windows MS office tools/Applications (Microsoft Office - Word processing, Microsoft Excel spreadsheets, PowerPoint etc.), MS Team, OneDrive, MS SharePoint, Adobe, Project management software - Microsoft Project (MS project), Primavera (P6), SAP,BIM, Oracle, Photoshop, MIS-ERP, Auto Cad, etc.

### **Personal Details**

Date of Birth: 5<sup>th</sup> January 1965

Nationality: Indian, Marital status: Married, Availability: Maximum 30days

Basic education: BSc – Engineering (Civil), Six Sigma black belt

Additional Qualification – QMS ISO 9001 Lead auditor, PMP

Driving License: India, UAE, Saudi Arabia, Qatar

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[Shyam Kishore Singh](#)