|  |  |
| --- | --- |
| **CONTACTS**+974 30498656/55498762 ammsnkwor@yahoo.com linkedlin.com/in/armstrong-ubaka-nkworBuilding #5, Street 994, Zone 34, Doha, Qatar.**QID/DL:** 28356600259 | **CAREER SUMMARY**Armstrong is a goal-oriented & dynamic Business/ Operations Executive with a Chemical Engineer and an MBA (Management) and I am currently working as a Operations/ Quality Specialist. I am known for my ability to establish, manage/ implement, audit & improve business & operations processes, QHSE policies, procedures, systems, and processes (for both projects & routine business operations) to attain safe and healthy work environments where quality services are delivered and all applicable requirements are met or exceeded. Leadership, communications and auditing are among my core skills and satisfaction of all concerned stakeholders is my top priorities while leading, coaching, mentoring, training, influencing & collaborating are my passions and winning, adding values & solving problems are among my top motivators. |
| **KEY SKILLS**Risk assessment & management. Communication. Leadership.Analytical.Training and Development.Incident/ failure Investigation.Auditing and Inspection.Documentation and Reporting.TapRoot® Training.JIRA.Loss Prevention (LP).SharePoint.Active Risk Manager (ARM).Environmental Management.Crisis Management.Interpersonal Skills.Adaptability.Project Management.Attention to Detail.Decision-Making. | **WORK EXPERIENCE****Business/ Operations Executive|** EGEC Qatar| Jan 2024 – Till Present.* Develop and implement strategic initiatives to improve supply chain efficiency, reduce costs, and enhance overall performance.
* Analyze market trends, demand patterns, and customer preferences to forecast future supply chain requirements.
* Collaborate with senior management to align supply chain strategies with overall business objectives.
* Coordinate transportation, warehousing, and distribution activities to optimize logistics operations.
* Monitor inventory levels and ensure timely replenishment to meet customer demand while minimizing excess inventory.
* Identify opportunities for process improvements and implement measures to streamline logistics processes.
* Establish and maintain strong relationships with suppliers, vendors, and service providers.
* Negotiate contracts, pricing agreements, and service level agreements to achieve cost savings and quality improvements.
* Evaluate supplier performance and implement corrective actions as needed to ensure adherence to contractual obligations.
* Ensuring effective application of the EGEC Integrated Management System (IMS) and Quality Management System (QMS) during the project lifecycle to ensure customer requirements are met.
* Establishing and executing project quality plan, witness points and quality records for compliance with contract.
* Conduct internal audits & conducting projects audits – Design & Supervision projects, & coordinate external audits including ISO Certification.
* Manage day-to-day operations of the wholesale division, emphasizing effective coordination internally and externally across sales, products, budgets, and procedures within the designated sales area. This focus aims to achieve objectives related to sales, stock management, quality control, brand image, and planned expansion.
* Manage the entire process of order processing, overseeing the creation and confirmation of orders by liaising with the Customer Service team and clients. Track delivery statuses, manage accounts payable, service rates, and training initiatives with meticulous attention to detail.
* Regularly consolidate clients' sales results, KPIs, and business reviews on a weekly and monthly basis. Offer support to management by conducting specific business and commercial analyses.
* Assist the team during buying sessions by managing appointment schedules, preparing for buys, consolidating orders, and conducting thorough buy analyses.
* Work collaboratively with the sales and finance departments to streamline payment processes.
* Conduct comprehensive checks on documentation provided by logistics providers, ensuring compliance with trade transaction requirements.
* Recommend Visual Merchandising props for customers in alignment with brand guidelines, collaborating closely with the sales team to ensure cohesive and brand-consistent displays.
* Collaborate effectively with both internal and external stakeholders on all operational and logistics-related activities.
* Provide support for store events activation and diligently follow up on results.
* Prior experience in retail or wholesale division
* Strong interpersonal skills, meticulousness, and high independence to complete tasks within deadlines
* Proficient in Microsoft Office, particularly Excel and PowerPoint, to deliver advanced data analysis and presentation capabilities.

**Compliance (QHSE) Manager| ASGHAL Qatar – under emovis**| Sept 2021 – Jan 2024.* Establishment of IMS and development of all documented information in coordination with Managers/ Process Owners.
* Review company QHSE procedures and guidelines and ensure that they are being followed.
* Ensure improvement of QHSE practices through staff, partner companies and suppliers.
* Develop, update, and monitor QHSE procedures, policies, and practices.
* Train staff and supervisors on accident and injury prevention (other loss prevention), product and process safety, and good work practices.
* Assess and prevent health and safety hazards and implement appropriate corrective actions; Prepare and implement HSE Plan, Risk Assessment, TRA, JSA & HIRA.
* Establish & implement Service Level Agreements (SLAs) in coordination with both internal & external stakeholders.
* Lead & oversee incident investigation process and maintain incident logs.
* Carry out regular inspections on offices and work sites, making on-the-spot corrections of unsafe actions and conditions and take suitable steps to eliminate all unsafe conditions.
* Conduct Training Need Analysis (TNA) process and prepare the groups for specific training needs in coordination with the team leaders.Ensure that actions taken to improve QHSE compliance are followed.
* Provide regular reports and updates to the company's management committee on the implementation and monitoring of QHSE procedures.
* Actively participate in the continuous improvement of QHSE practices.
* Enforce and apply current QHSE regulations, laws, and standards.
* Establishment, implementation, monitoring & reporitng of company-wide Risk Management process – including management of non-conformances; Identifying and analyzing various risks (e.g. business, operationals, project & financial, etc.)
* Responsible for the implementation of Electronic Toll Collection System Solution (ETCS) \_ Design, Build & OM Risk Management Plan in alignment with the PWA Enterprise Risk Management Policy, Process and Procedure.
* Act as a catalyst to effective Risk Management activities.
* Coordinate the implementation of risk management processes within the ETCS in alignment with PWA ERM PPP, including coordination of risk identification and assessment activities within the Affair
* Provide Department Risk and Treatment briefs for the Department Management
* Maintain the Department Risk and Treatment Register
* Share the Affairs Risk and Treatment Register with the PWA Risk Engineers and PTO (President’s Technical Officer) ERM Team and brief them on key changes
* When relevant, coordinate Department level treatments for risks; perform risk and treatment evaluation and analysis, as requested
* Prepare and attend the Risk ETCS internal meetings and attend the meetings organized by PWA RE & PTO to present the ETCS risk register
* Prepare the Risk Management Plan and Business Continuity Management Plan and oversee its implementation.
* Carry out different tasks regarding the Business Process Management (BPM) project in ETCS to drive short and long-term business improvements and identify key strategic initiatives.
* Oversee Annual IMS Management Reviews of ensure prompt closure of findings identified.
* Conducting QHSE compliance audits (internal & external for service providers).
* Monitor and report results of the compliance efforts of the company.
* Provide guidance for the senior management team on matters relating to Quality, Environment, Health & Safety, InfoSec., Data Protection and compliance.
* KPI reporting to client (Ashghal); Conduct Internal audit & oversee Lesson Learnt.
* Monitoring, updating & reporting of legal register & other contractual obligation.
* Oversee the establishment & implementation of both Crisis Management Plan and Business Continuity Plan (BCP) in coordination with internal & external stakeholders.
* Training, coaching & mentoring of team members & staff – including consulting.
* Coordination of external stakeholders activities related QHSE & Compliance.

**QHSE Manager|** EGEC Qatar| May 2019 – Sept, 2021.* Establishment & maintenance of EGEC Qatar Integrated (QHSE) Management System in coordination with the Top Management, staff and other stakeholders.
* Assist EGEC Qatar Top Management, departmental Managers & Project Managers to meet all client’s QHSE related requirements and compliance.
* Participate in the preparation or review of QHSE related policies, manuals, procedures, plans, forms, and other documented information.
* Oversee the implementation of EGEC Qatar Risk Management Program e.g., departmental Business Risks & Opportunities register, etc.
* Oversee the interview, selection & on-boarding process & supervision/ management of HSE & QA/QC Personnel in EGEC Qatar.
* Conduct QHSE Induction & trainings in addition to overseeing other QHSE related awareness programs and over Annual Management Review.
* Participate client & project related meetings as required, e.g. kick-off meetings, progress meetings, etc., and make HSEQ presentations if required/ requested.
* Conduct internal audits & conducting projects audits – Design & Supervision projects, & coordinate external audits including ISO Certification.
* Supervise and oversee activities of QA/QC Engineers and HSE Engineers assigned to multiple projects across Qatar.

**QHSE Engineer|** Xtramix Group Qatar| June 2014 – May, 2019.* Establish & implement the Integrated Management System (IMS).
* Establish and implement company-wide risk management plan.
* Ensure compliance with all in-house rules on health, the environment, quality and the safety of people and property in and around the plant.
* Monitor regulatory compliance for facilities, procedures and products.
* Help to increase safety and minimize risks by fostering a “safety and environment” mindset among employees.
* Provide advice and expert input to the plant’s various units.
* Conduct Internal Audit and oversee ISO Certification & re-certification.

**QHSE Inspector/ Officer|** SEG Qatar| June 2013 – May, 2014.* Conduct risk assessment and oversee implementation of the mitigation measures out in place.
* Monitoring and inspecting QHSE policies and procedures to ensure compliance with applicable laws and regulations.
* Developing and implementing QHSE programs and procedures as needed to meet organizational objectives.
* Investigating and reporting any QHSE incidents and non-conformances.
* Inspecting the work premises to ensure employers comply with all aspects of health and safety laws.
* Advising employers on health and safety matters.

**QHSE Inspector/ Officer|** Mechel Engineering Qatar| Jan 2013 – May, 2013.* Monitoring and inspecting QHSE policies and procedures to ensure compliance with applicable laws and regulations.
* Developing and implementing QHSE programs and procedures as needed to meet organizational objectives.
* Investigating and reporting any QHSE incidents and non-conformances.
* Inspecting the work premises to ensure employers comply with all aspects of health and safety laws.
* Conduct training of staff on QHSE.
* Conduct regular inspection of the site and facilities.

**Technical Officer|** Fumman Nigerial Limited| Mar 2012 – Dec, 2012.* Ensure proper implementation of the risk management plan.
* Preparing and following a general maintenance schedule.
* Advising managers on cost-effective ways to perform maintenance and repairs.
* Keeping a maintenance record and filing documents, invoices, and instruction manuals.
* Keeping an inventory of maintenance tools, materials, and parts.
* Reporting urgent maintenance and repair tasks to management for approval.
* Proactively performing structural maintenance and keeping grounds neat.
* Diagnosing equipment malfunctions and performing repairs.
* Obtaining approval for purchasing maintenance tools, materials, or replacement parts.
* Supervising the maintenance team.

**QA/QC Analyst|** MultiChem Nigerial Limited| Nov 2010 – Mar, 2012.* Responsible for undertaking operations necessary for quality testing within quality control
* Ensure that safety standards and cleanliness of laboratory are maintained
* Provide training to other analysts to perform laboratory procedures and assays
* Undertake visual inspections of finished products
* Participate in internal assessments and audits where necessary
* Responsible for identifying and troubleshooting equipment problems
* Conduct assessment on new technologies and methods to make recommendations regarding their usage
* Write or document deviation reports, testing protocols, and trend analyses in a technical reports
* Write/revise standard quality control operating procedures for the organization
* Report or conduct investigation on questionable test results
* Responsible for calibrating, validating, or maintaining laboratory equipment and devices before usage.
* Responsible for the compilation of laboratory test data to perform appropriate analyses
* Provide appropriate paperwork for various stages of processing monitored in compliance with specifications.
 |
| **EDUCATION****MBA**, Unicaf University, 2021.**NEBOSH Int’l Diploma** in Occupational Health & Safety Management (**NEBOSH**), 2019.**B.Eng.** in Chemical Engineering, Nnamdi Azikiwe University, Nigeria, 2008.**CERTFICATIONS*** IOSH Managing Safely (2024).
* ISar.ers assigned to multiple projects across is, etc.ss weaknesseO 45001:2018 Lead A18 1uditor Certificate (2023).
* ISO 9001:2015 Lead Auditor Certificate (2019).
* ISO 45001:2018 training Certificate (2018).
* IMS Internal Auditor Certificate (2015).
* NEBOSH IGC (2013).
* OSHA (1 & 2) (2013)
* 2010 - Certified Quality Process Analyst (CQPA-ASQ).
* Nigerian Institute of Strategic Management Certificate (2009).
* HSE Level 3 Cert (2008).
 |