

ZEPHER AGIZA | agizazepher@gmail.com | +254719 560 534 | Nairobi, Kenya

SUMMARY

An expert in retail operation with a proven track record of success in identifying areas for improvement and formulating/executing initiatives that enhance operational, organizational, and system performance. Mentors team members in industry best practices, Lean Six Sigma methods, and customer service to quickly and effectively address customer concerns, drive regulatory compliance, advance continuous improvement, and create significant cost savings.

Core Strengths: Operations Management – Quality Assurance/Quality Control – TQM – Lean Six Sigma Methods – Project Management – 5S/Kaizen Events – Process Improvement – Research & Design– Training & Development – Customer Service-MS Office suite, Minitab 18, Big Data Analytics-Retail Operation-Warehousing

COURSES AND CERTIFICATIONS

Kaizen framework implementation TPM, TSM, TQM & safety at work.	Aug 2020
Lean six sigma-Improving business DMAIC methodologies	June 2020
Integrated Management System (ISO 9001, ISO 14001) Training	Nov 2018
ISO 9001 and ISO 14001 Lead Auditor Training	Nov 2018
Laboratory Management and ISO 17025:2017	2018
Fire Safety training	2019
PharmaQ Limited Quality Assurance, Production Management & HVAC (Heating Ventilation & Air conditioning system)	April 2018

EDUCATION

Kenyatta University Bachelor of Science Industrial Chemistry with Management Second Class Honors Upper Division	2013 - 2017
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Nyang'ori Boys' High School

2012

Kenya Certificate of Secondary Education (KCSE)

Scored A- (78 out of 84 points)

Igakala Primary School

2018

Kenya Certificate of primary education.

Scored 378 out of 500 marks

WORK EXPERINCE AND QUALIFICATION

Quality Engineer

Company Name: Sanergy Ltd

Dates Employed: Dec 2020 - Present

Location: Nairobi, Kenya

- Business Process Standardization through Quality engineering.
- Championing process improvement and reengineering approaches that are technology to conduct process modernization projects across the organization that enhance customer experience and operational efficiency.
- Supporting functions across the organization in redesign (zero base approach), automation of processes, drive business efficiency, process optimization and reengineering.
- Leading the implementation of process improvements by championing compliance to established SOPs, business processes and best practice guidelines.
- Continuously seeking improvement of skills through analyzing (As-is) core business processes and workflows, identifying gaps and proposing measures (to-be/ radically improved processes and workflows) to achieve dramatic improvements in productivity, cycle times and quality while ensuring that customer-centricity across processes is accomplished.
- Quality Improvement Through Statistical Methods by Implementing and managing processes for measuring the efficiency and effectiveness of business operations across the group.
- Process Monitoring & Control through SPC and Monitoring established processes to continuously track post implementation projects benefits
- Leading and managing a team of technicians and process engineers
- Actively and systematically seeking opportunities to reduce variation in all aspects of the process.
- Leading efforts to create a safety-conscious environment and actively participating in safety initiatives.
- Conducting 5S activities
- Reducing manufacturing waste and process complexity
- Working actively and systematically to reduce process variations
- Maintaining quality control processes to ensure products meet quality standards.
- Solving complex challenges.
- Ensuring that best practices and standard operating procedures are followed by frequent audits"

- Leading and positively influencing team members to achieve individual and professional goals”
- Orienting and training team members and driving growth of the developing/promising talent.
- Defining the medium and long term strategy of the installations
- An active member of the coordinator / leader team
- Participating in the definition of the site's strategy for driving the overall productivity and performance of the plant.
- Learning about the best practices defined by the group and implement them
- Managing and participating in major site project

Process Improvement Engineer

Company Name: Associated Battery Manufacturers(EA)Ltd

Dates Employed: Jul 2020 – Dec 2020

Location: Nairobi, Kenya

- Guided process owners in metrics, project selection, and project management for Six Sigma projects; trained team members and drove significant cost savings of \$1.69M for the company.
- Created and implemented a performance metrics to identify improvement opportunities and maintain strategic linkage between the metrics and project selection.
- Six Sigma specialist

Quality Assurance Expert; Process Improvement Engineer

Company Name: Associated Battery Manufacturers(EA)Ltd

Dates Employed: June 2018 – June 2020

Location: Nairobi, Kenya

- Carrying out process and product audit monthly to ensure compliance and adherence with the relevant requirements of the quality/ environmental management system.
- Analyzing cause of failure on defects and customer complaints
- Process Data collection, update analysis and interpretation to management.
- (scrap data analysis, production data analysis, OEE calculations)
- development and maintenance of quality management systems; ISO 9001,
- ISO 14001, ISO 17025 and coaching workmates.
- Improving process quality and organization's quality management systems
- Taking ownership of the Process Quality docket end to end with minimal guidance from the manager.
- weekly/monthly/quarterly product and process quality performance reporting.
- Using PDCA, DMAIC problem solving methodologies to solve defects and issues and putting up CAPA
- Using complex quantitative techniques/models to achieve statistical process control and advising management from insight got.
- Carrying out quality and environmental risk assessment.
- Continuously maintaining data systems that manipulates statistics to detect, analyze, correct and predict the performance of input and output variables (SPC) hence achieving predictable processes. statistical softwares used are Minitab 18, Excel

- Owning process and product related data streams and being responsible for maintenance, improvement and development (new) of databases
- Skilled in an electronic management system for ISO 9001,14001, 17025 called
- Q-PULSE
- An Understanding of production planning systems and how the system relates to the SPC systems
- Coaching teammates on SPC development, usage and maintenance

Quality Assurance Expert Intern

Company Name: Associated Battery Manufacturers(EA)Ltd

Dates Employed: Jan 2018 – May 2018

Location: Kenya

- Prepared chemicals, bench reagents in the laboratory and kept them safe.
- meeting set targets on Performance of experiments and analysis assigned in the laboratory using protocols.
- Maintaining hygienic audit in Cleaning and maintaining lab apparatus and equipment.
- Good laboratory practices achieved by implementing a system that allowed only accepted methods to carry out activities or operations in a laboratory.
- Competent in sampling raw materials and conducting test experiments in the laboratory.
- New product development through bench scale trials, pilot plant trials and in-process testing.
- internal calibration(verification) of laboratory equipment.
- Hands on experience on Atomic Absorption Spectroscopy (AAS) in analysis of lead alloys, air quality monitoring and effluent analysis.
- Monitored air quality monitoring: lead in air through quarterly sampling and testing.
- Analyzed effluent for pH, TDS, Conductivity and heavy analysis, ensuring
- 100% compliance to environmental regulations.
- Did Performance analysis and process capability through SPC, MSA, and recommending areas of improvement to production.
- Did electrical testing to ascertain product(battery) quality and performance in market.
- Inspected Raw material inspection following the AQL (accepted quality limit chart)

SKILLS

- Lean six sigma
- Kaizen and ISO systems
- Process improvement
- Retails operation and inventory management
- Materials requirement planning and management
- Report writing and data analysis. (Statistical process control)
- Leadership skills.
- Computer skills Microsoft Office Suite (Excel, Word, PowerPoint) and Internet savvy
- Projects management
- Good communication and interpersonal skills.

REFERENCES

Stanley Ng'ang'a, Production Manager

Associated Battery manufacturers (EA) Ltd

Tel: +254 722 869458, Email: snganga@abm.co.ke

Eunice Swanya, Chief Accountant Associated

Battery manufacturers (EA) Ltd

Tel: +254 726514828, Email: eunice@abm.co.ke

Gilbert Masese, Research and Development Officer

Associated Battery manufacturers (EA) Ltd

Tel: +254 725 272270, Email: gmasese@abm.co.ke

CURRENT RENUMERATION: KES 150, 000