

AKPAN FLOURENTUS MICHEAL
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OBJECTIVES

A cool headed and God fearing young man, who can work even under pressure with little or no supervision, An articulated young man who is use to solving big tasks at work and bringing solutions to them, A team leader who has headed a team of more than 15 persons before and can motivate orders to become like himself, when it comes to finding solutions and is impacted with knowledge, skills, experience, and wisdom from so many different field of jobs is urgently seeking for a good company to employ him and help in developing his carrier in the cruise ship and Marin Industry, He is specialized in the following field of specialization, information and communication technology, quality control and quality assurance manager quality control supervision and inspector, store keeper manager administrative receptionist, food and beverage management, DECKHAND, Marine Mechanic, and ABEL seaman. Who has under gone several training in so many courses and is proven qualified. He is ready to join immediately if considered.

BIO DATA:

SURNAME:	AKPAN
OTHER NAME:	FLOURENTUS MICHAEL
YEAR OF BIRTH:	1983
GENDER:	MALE
MARITAL STATUS:	SINGLE
L.G.A OF ORIGIN:	EKET
STATE OF ORIGIN:	AKWA IBOM
NATIONALITY:	NIGERIAN
RELIGION:	CHRISTIANITY

EDUCATIONAL QUALIFICATION

National Open University of Nigeria (NOUN)	Admission into School of Science and Technology studying Communication Technology B.Sc	Final Year
Standard Associated Examination Board	(G.C.E) O' Levels	2002
Pacific Computers and Management College	Diploma in Computer Information Technology	2002 -2004
National Institute of Information Technology (NIIT)	Computer Fundamental (32 Hours)	2010

WORKING EXPERIENCE:

STARLING GLOBAL NIG, LTD.

- 2021 till Date

Position Held: Quality Control and Quality Assurance Manager
Akwa Ibom State

A manager of quality control and quality assurance is responsible for monitoring and ensuring high quality standards in production, inspection processes and output, and supervising staff. They analyse data, communicate with external officers and maintain records. Also they discribe templates is optimized for posting on online job boards or career pages to customize for your company.

RESPONSIBILITY

- Devising procedures to inspect and sport quality assurance issues.
- Monitoring all operations that affect quality.
- Supervising and guiding inspectors, technicians and other staff
- Roles
- The quality control and quality assurance manager works closely will various groups within an organization: these include:
- Marketing personnels engineering, purchasing human resources specialists legal counsel, financial analysts
- Their main job is to establish and maintain a quality management system
- In addition to setting up the quality managements system, they also plan and conduct internal quality audits, identify potential sources of errors, and suggest ways to eliminate these errors.

- A quality assurance manager ensures that the company adheres to all application laws and regulations, including health and safety, environmental protection and consumers right.
- The manager also ensure that the company has adequate resources to meet its obligations.

THE PRIMARY RESPONSIBILITY:

- Is to ensure the implementation of quality control procedures at each safety of manufacturing or distribution.
- Resolving quality related issues and adhering to deadlines.
- Monitors the production phase at various levels.
- Design an efficient decreasing protocol that can be used across all domain
- Providing training to the quality assurance team
- Recommend improvement measures to the production process to ensure quality control standards are meet
- The quest services and quality assurance manager reports to the vice president hotel operations, this position is a liaison between the corporate office.
- Characters and vessels as well as updating cloud server with standard operation policies and procedures, creating and updating printed materials used be the vessel.
- Quality assurance manager devise and safeguard quality standards in production companies.
- They manage staff and oversee processes that affects the products overall integrity, such as data analysis or policy-making regarding higher quality demands by customers need.
- Guild the production team about the quality control issues to enhance quality of the product.
- Prepare documentation for the inspection process which include detailed reports and performance records.
- Rejects all the incoming raw materials that fail to meet quality expectations and report the issue to the concerned department at the earliest.
- Take a thorough look at the plans, specifications, and blue prints to understand the product requirement
- Carryout quality assessment measure of all the products ready to be shipped and incoming raw materials.

OBJECTIVES

GALLOWAYS CRUISE SHIP NIG LTD. - Sep 2018 – Nov. 2020

Position Held: Quality Control Supervisor

Address: Lagos Nigeria

RESPONSIBILITIES

Create, update and distribute QSE system manuals

- Main ISM and QSE files, track documentation to and from vessels
- Maintain logs to ensure documentation is properly recorded and maintained
- Schedule internal and external vessel and office audits
- Participate and facilitate in all QSE related matters, liaise with all department heads, motivate and direct the education of shipboard and shoreside staff as it relates to ISM and QSE.
- Completes new employee safety orientations, and completes others safety training as required, facilitate the office safety committee meetings and assist with the management review meetings.
- Compile, and analyze, interpret and report inspection results and incident reporting for key performance indicator (KPI) Tracking and reporting
- Partners with department heads on safety and accident investigations or assist in the completion of accidents, injuries and vessels incidents.
- Review incident and injury report and corrective action requests (CARs) and perform root cause analysis.
- Ensure all services meet and expectations to fulfill company objectives

SKILLS.

- Ability to read analyze and interpret regulations management system standards, common Maritime publications and journals and legal documents
- Proficiency in computer systems and software applications including spreadsheet and presentation applications
- Ability to work within and communicate effectively with all levels of employees and management including shipboard officers and crew
- Ability to work with minimal supervision, maintaining productivity and efficiency when required
- Ability to apply appropriate safety procedures and equipment to protect company employees and customers assets.
- Acts with urgency to meet and resolve employees and customers needs

- Previous Maritime knowledge including operational technical and hotel operations.

JAMES MARK YACHT CRUISES

Position Held: StoreKeeper - Jan. 2015 – March 2017

Address: Port-Harcourt, Rivers State

RESPONSIBILITIES

- The storekeepers primary responsibility is to maintain all food chinaware, glass ware, hollowware, flatware and table linen stores these includes:
 - The organizing, receiving and issuing from these areas.
 - Ensuring accurate inventory count and per levels.
 - Helping to identify cost and expense reductions
 - Coordinates the day to day activities for the provisions areas and for the assistant storekeeper and utility stores, which includes
 - Ordering, receiving, inspection, stock rotations, storing, inventory schedule and inventory issuances, maintains organized storerooms that are properly labeled and product is protected and safeguarded
 - Prepare storeroom for new inventory to be received
 - Stock stores according to (USPH) and safety standards
 - Rotates product in stores in accordance to first in first out (FIFO) system and also by expiration dates
 - Assists with preparing external orders of food chinaware, glassware, hollowware, flatware and table linen for the provision master
 - Supervises receiving and inspection of inventories for conformity with the company specifications
 - Quantity and quality as per order assists with validating invoices based off of received orders
 - Produce report based on discrepancies between the items ordered and internal regulations
 - Receives and stores all related inventory according to company procedures, as well as governmental and internal regulations
 - Performs other related duties as assigned or as directed
- The omission of specific duties does not preclude the supervisor from assigning duties that are logically related to the position must be familiar with the safety and environmental protection policy and carryout the policies and procedures appropriate for his/her position.

SAMMY GREEN AGE CRUISES SHIPS

Position Held: Administrative Receptionist - Dec. 2012 – Jan. 2014

Address: Lagos Nigeria

RESPONSIBILITIES

- Besides answering a great variety of queries from guest, resolving issues, answering the telephone, checking in and out changing currencies and more
- Welcoming visitors and solving their problems
- Managing security and telecommunications system
- Handling queries and complaints via phone, email and general correspondence.
- Taking messages and ensuring they are passed to the appropriate staff member in time
- Managing meeting rooms availability more items
- Implementing and maintaining the company's standards within the front desk department
- Preparing reports as requested
- Correctly handing all equipment within the front desk area, especially information technology (IT) devices
- Maintaining impeccable cleanliness, hygiene and tidiness in the front desk area
- Organizing and ensuring the realization of efficient smooth check in and clock out (CICO) procedures
- Co-responsible for the entire front desk area etc.

DANNA CRUISE LINES

- Dec. 2009 – Feb. 2011

Address: Lagos State Nigeria

Position Held: Deckhand

A deckhand assist the captain with navigation and docking, maintain a clean, safe, comfortable environment for passengers and crew members and projects a positive and friendly image in order to provide quality customer service.

RESPONSIBILITIES

- Assists in safe boarding and disembarking of passengers, includes ticket collection
- Handle mooring lines when docking the vessel
- Maintain daily pre and post service checklists
- Understand procedures for man overboard, fire at sea and abandon ship
- Participate in USCC required training drills
- Ensure proper set for each cruise
- General maintenance, including cleaning, painting and washing the vessels

- Act as lookout during inclement weather keep and accurate passenger count

PYTON CRUISE SHIPS

- May 2006 – Nov. 2008

Delta State Nigeria

Position Held: Food and Beverage Manager

RESPONSIBILITIES

- The food and beverage manager plays an integral part in the promotion and implementation of creating sea bourn moments, they are also responsible for helping the team maintain the costs and budgets of the department and to promote a pro-active decision making team in order to enhance the guests on board cruise vacation
- Creates an atmosphere of success within the service (Restaurant/bar) department with the primary focus on delivering superior services and maximizing guest complaints and feedback
- This includes the acknowledgement and appreciation of positive guest feedback
- (Recommend guests for positive reinforcement policy)
- Regularly review service quality and share open and frequent facts with the onboard hotel director and corporate supervisors with head of department (HD) acknowledgement on all service related topics and actions plans for improvements
- It is essential that feedback is authentic and whether corporate assistance is needed at times when standards are below PAR
- Organize and schedule shifts staff and managers to ensure proper work and rest hours as outlined by the ILO regulations (T and AMP; A).
- Appraise manager performance feedback to improve productivity ensure that outlet managers appraise their staff accordingly.
- Estimate future need for equipments to enable services staff to comfortably perform their duties and that the correct equipment is used in accordance with established policies
- Coordinates daily front and back of house operational checks with respective outlet managers to avoid unnecessary complications of oversights
- Ensure compliance with sanitation and safety regulations within the department
- In collaboration with the outlet managers, ensure that the correct amount of manning and the correct quality of individual are assigned to each outlet to keep the correct image of the specific outlet relevant (general schedule).

- Ensure that all service staff and managers are schedule in a manner that supports readiness of outlets and allows for ample staff to conduct services to their maximum capabilities with reference to our standards, and procedures.
- Control operational cost and identify measures to cut breakage
- Methods are exploited for all new and current staff

FEDERAL MINISTRY OF LABOUR AND PRODUCTIVITY

Marine Mechanic Work Trade Test - 2007 - 2008

Two and Three (2 & 3)

TRAINING COURSES:

- STCW: Nigeria Maritime Administration and safety Agency
- Personal survival Technique: Regulation VI/1 and Section A-VI/1.2.1
- Fire Prevention and Fire Fighting: Regulation VI/1 and section A-VI/1.2.1.2
- Elementary First Aid: Regulation VI/1 and section A-VI/1.2.1.3
- Personal Safety and Social Responsibility: Regulation VI/1 and section A –VI/1.2.1.4
- Basic Offshore Safety Induction and Emergency Training (BOSIET)
- Offshore Oil and Gas Safety 1
- The Proper use of Selected Crosby Lifting and Rigging Products
- Onsite Training Service: Bangsman and Slinger
- Instituted of Hospitality Food Management health and Preservation
- Pacific Drilling: Fire Watch
- Pacific Drilling: Hazard Identification
- Pacific Drilling: Risk Management Awareness
- Certificate of vaccination of prophylaxis
- Certificate of Vaccination Covid-19
- Nigerian International Passport

Date Issued: 21st Feb 2024 (Expiring Date 20th Feb. 2034)

HOBBIES:

Reading, Music, Football Travelling and Tourism

REFEREES:

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