# - ABDALLA ISSA ABDALLA -

P.O BOX 383942, 80100 MOMBASA, KENYA • issaabdallah99@yahoo.com • +254110026991|+254112805513

Successful operations manager with 20 + years of experience in retail and security industries both in Kenya and middle east countries. Implement efficient and effective cost control measures to ensure operations remain within the company's targets.

### PROFESSIONAL EXPERIENCE

**Shipping oiler** • Five major shipping companies

2016-2019

### F 18000 SEAFARERS SEA SERVICE

| RECORD OF SEA SERVICES    |                  |           |      | ONBOARD ROTATION CYCLE |             |       |           |           |            |
|---------------------------|------------------|-----------|------|------------------------|-------------|-------|-----------|-----------|------------|
| COMPANY NAME/VESSEL OWNER | VESSEL NAME      | GRT / DWT | BHP  | TYPE                   | NAME OF ENG | RANK  | FROM      | TO        | NO. OF DAY |
| INTERMARINE COMPANY       | BIG ORANGE       | 1524      |      | AHTS                   |             | OILER | 6-May-19  | 15-Dec-19 | 223        |
| ST VINCENT AND GRENADINES | VM LEADERL       | 1871      | to s | AHTS                   |             | OILER | 5-Aug-18  | 27-Mar-19 | 234        |
| GOLDEN BRIDGE COMPANY     | DOLPHIN PRINCESS | 741       |      | TUG                    |             | OILER | 26-Nov-17 | 7-Jun-18  | 193        |
| COMARCO COMPANY           | COMARCO SWIFT    | 391       |      | TUG                    |             | OILER | 14-Dec-16 | 30-Aug-17 | 259        |
| ALPHA LOGISTICS COMPANY   | MV SOLSTAR       | 352       |      | TUG                    |             | OILER | 1-Mar-16  | 20-Oct-16 | 233        |
| TOTAL NO. OF SEA SERVICES |                  |           |      |                        |             | 1142  |           |           |            |

**Delfy Security Operations Manager**, Mombasa • Security Operations Manager

11/2021 - Present

- ► Responsible for the day-to-day operation of Security within the Centre AND act as a link between facility management and All Projects Client
- ► First point of contact for the Security team and deal with day-to-day matters such as dress code, discipline, and conduct are met and adhered to
- ▶ Deployment planning and execution for all location assignments in addition to new upcoming assignments
- ▶ Regular follow up with Area operation supervisors on implementing required SOPs
- Preparing monthly salary estimation/advance and accounts related issues, following up on all NSSF/NHIF payment process
- Assist all Directors on day-to-day security follow up issues with clients and resolves on time
- ► Ensure assignment instructions are always adhered to by security staff in all respective assignment and incase security incidents, ensuring all issues are handled effectively and efficiently with concerned clients
- ► Ensuring that proper communication is conveyed and acknowledged during security handover and change of shifts for smooth operation.
- ▶ Custodian of security records and logs and ensuring safe keeping of all documents

## **Teyseer Security Supervisor**, Doha - Qatar • CCTV Security Supervisor

2020

- ► Responsible for the day-to-day operation of Security within the Centre AND acted as a link between facility management and DHFC/SO security department
- ► Facilitated continuous training to the security team and ensured all new security officers are fully trained and inducted to the site procedures and policies including CCTV, access control systems, deliveries, fire alarms and intruder alarms and repots to criminal investigation department all review outcome for any ingoing police/Traffic or CID cases
- ▶ Developed teamwork within the workforce, ensuring high morale through effective motivational methods.

- Assisted in the review of Security Officers performance and development.
- Assisted in various HR processes such as recruitment, staff development, performance review among others
- ▶ Liaised with clients as and when required and reported to DHFC/SO with a summarized report where necessary
- ▶ Ensured Assignment Instructions are always adhered to by security.
- Ensuring security records and logs are being kept up to date and reports all to project manage

# Hitam Catering Restaurant, Muscat - Oman • Catering Manager and Reservation Supervisor

02/2013 - 12/2016

- Managed all catering planning and execution
- ▶ Managed all Food & Beverage team on training and weekly duty roster scheduling
- Supervised catering team and handled customer complaints in a professional manner
- ▶ Ensured all security guards are at specified assignments, well dressed and fully equipped.
- ▶ Managed all tenders from vendors and projects for the company.
- ▶ Ensured good standards were upheld by waiters at work to avoid any guest complain
- Performed various tasks such as local purchase & handling all suppliers inside restaurants and catering department
- ▶ Managed all weekly sales report and monthly progress meeting minutes
- ► Sourced for new customers for the restaurant from schools/universities and other companies for catering department

# Al-Assyria Trading Company, Damam – Saudi Arabia • Regional Merchandizing Manager

02/2004 - 12/2013

- ▶ Developed an annual merchandizing plan to ensure effective and efficient operation and implemented visual merchandising techniques that supported and boosted sales.
- ► Set clear, comprehensive, and motivational team performance management system which was implemented across the company
- ▶ Identified markets opportunities with clear knowledge of the products lines, marketing strategy and successes of competitors
- ▶ Regular reporting on achievements and opportunities to management
- ▶ Developed and maintained an excellent relationship with customers and other key stakeholders
- Oversaw merchandising activities and ensured that retail outlets had adequate supply of products to meet trade demands
- ▶ Ensured company employees had a clear job description, signed KPI'S & annual evaluation conducted
- ▶ Monitored staff welfare and facilitated complaints resolution, managed, investigated and reviewed incidents reported.
- ▶ Reviewed the team structures and ensured that it continuously evolved with the business needs
- ▶ Set Development plans for the team & executed them
- Assisted Directors in Developing strategic plan to improve efficiency, implementation of organization's strategy and provided excursion feedback on the same.

- ▶ Coached others to drive sales & deliver excellent customer services in show rooms
- Maintained in-store standards of brands layout (Foot lockers)
- ▶ Good stock management both in show room & warehouse
- Used selling techniques to increase average transactions
- ▶ Supervision of subordinates & handling of customer complaints in a professional manner
- ▶ Ensured good quality of work & able to perform multi tasks such as logistics from local purchase & suppliers
- ▶ Maximizing sales & demonstrated commercial and creative flair for brand merchandize

## **EDUCATION**

**Diploma in I.M.I.S (Computer Information Systems) •** High-Grade Computer Institute 2002

**Diploma and Certificate in Medical Technology (Medical Technologist) •** Mombasa Polytechnic 2001-2002

**Kenya Certificate of Secondary Education (KCSE)** • Serani Secondary School 1996-1999

### CERTIFICATION

Essential Management Skills for new managers • Certificate from IIR Middle East

| TRAINING/SEMINARS  |   |  |  |  |
|--------------------|---|--|--|--|
| March 2023         | Bandari Maritime Academy  |  |  |  |
|                    | Certificate of Proficiency in Security Awareness Training for Seafarers   |  |  |  |
|                    | Certificate of Proficiency in Basic Safety Training for Seafarers         |  |  |  |
| June 2019          | Tanzania Shipping Agencies Corporation                                    |  |  |  |
|                    | Certificate of Proficiency in Survival Craft and Rescue Boats             |  |  |  |
|                    | Certificate of Proficiency in Rating Forming Part of an Engineering Watch |  |  |  |
|                    | Certificate in Advanced Firefighting                                      |  |  |  |
| 10 – 14 June 2019  | Dar-es-Salaam Maritime Institute  |  |  |  |
|                    | Certificate of Training in Hydrogen Sulphide Safety                       |  |  |  |
| 12 – 20 April 2011 | Retail Track international (UK)   |  |  |  |
|                    | Professional Merchandising Manager Training                               |  |  |  |
|                    | Engr. Philips & Mr. Brian   |  |  |  |
|                    |   |  |  |  |

| Nov 24 - Dec 25, 2005 | Jawad Fashion Training Division (Qatar) |
|-----------------------|---|
|-----------------------|---|

Logistic & Sales Procedures GM-Ms, Louise Forrester

July 5, 2005- Aug 5,2005 Sadhan international Amusements (Saudi Riyadh)

ASL Safety Procedure Training Seminar (ASL International UAE)

Engr. Dominic

# RFPEW

No.06675



# THE UNITED REPUBLIC OF TANZANIA MINISTRY OF WORKS, TRANSPORT

AND COMMUNICATION
TARBANIA SHIPPING AGENCIES CORPORATION
TABAC



This is to certify that MR. ABDALLA ISSA ABDALLA

Date of birth 20.11.1979 Place of birth MOMBASA KENYA

Has successfully completed an approved (RATING FORMING PART OF A ENGINEERING WATCH) course. This Certificate has been issued under Regulation A-II1/4 of the International Convention on Standards of Training, Certification and Watchkeeping for Seafarers (STCW) 1978 as amended (2010)

28.06.2019

Signature of the Holder

1

IROGA NASHON TROGA

Name and Signature of duly authorised Officer

# DAR-ES SALAAM MARITIME INSTITUTE (DMI)

Dar es Salaam Maritime Institute (DMI) P.O. Box 6227 Dar es Salaam



Tel 255 22 213 3645 Fax 255 22 2112600 Email dmi83@hotmail.com website www.dmi.act.

**Registered Government Training Institute** 

Accredited by the Surface and Marine Transport Regulatory Authority

Student Number ... DMI/H25/019/76/091 .....

This is to Certify that



# ABDALLA ISSA ABDALLA

Holder of passport No Ak0401031, Has successfully completed a training course for

# HYDROGEN SULPHIDE SAFETY

This course covers the following topics.

- · Introduction, Hazards & Characteristics
- Method of Detecting (Old & New) precautions (location safety) & protection
- (a) Morden of Detective (Old & New) precautions (location safety) & protection
- Contingency Plans
- Response, Procedure, Procedure form, (Employers & Workers).

From 10/06/2019 to 14/06/2019

Signature of the course coordinator

Signature of the Candidate

15thJun 2019

Date of Issue

14th Jun 2022

Expiry Date

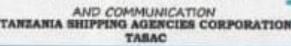


**PSCRB** 

# No.06950



# THE UNITED REPUBLIC OF TANZANIA MINISTRY OF WORKS, TRANSPORT





This is to certify that MR. ABDALLA ISSA ABDALLA

Date of birth 20.11.1979 Place of birth MOMBASA KENYA

Has successfully completed an approved PROFICIENCY IN SURVIVAL CRAFT AND RESCUE BOATS course. This Certificate has been issued under Regulation VI/2-1 of the International Convention on Standards of Training, Certification and Watchkeeping for Seafarers (STCW) 1978 as amended (2010)

Issued on 28.06.2019 Valid Until 27.06.2024

Signature of the Holder

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TROGA NASHINI TAMA

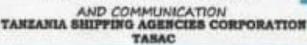
Name and Signature of duly authorised Officer

AFF

# No.00654



# THE UNITED REPUBLIC OF TANZANIA MINISTRY OF WORKS, TRANSPORT





This is to certify that MR. ABDALLA ISSA ABDALLA

Date of birth 20.11.1979 Place of birth MOMBASA KENYA

Has successfully completed an approved ADVANCED FIRE FIGHTING course. This Certificate has been issued under Regulation VI/3 code A-VI/3 of the International Convention on Standards of Training, Certification and Watchkeeping for Seafarers (STCW) 1978 as amended (2010)

Issued on 28.06.2019 Valid Until 27.06.2024

Signature of the Holder

fer

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IROGA NASHON IROGA

Name and Signature of duly authorized Officer





Signature of Registrary of Seafapers:

| Surname:                     | ABDALLA              |                            |         |      |  |
|------------------------------|----------------------|----------------------------|---------|------|--|
| Other name(s):               | ABDALLA ISSA         |                            |         |      |  |
| Nationality:                 | KENYAN               | Place of<br>Birth(County): | MOMBASA |      |  |
| Date of Birth:               | 20 NOVEMBER 1979     |                            |         |      |  |
| Height (Mtrs):               | 1.68                 | Gender:                    | MA      | LE   |  |
| D/Passport no:               | AK0401031            | CD                         | C No:   | 7451 |  |
| Next of Kin:                 | Name: ISSA ABDALLA   |                            |         |      |  |
|                              | Relationship: FATHER |                            |         |      |  |
| Address/<br>Contact details: | 0725881853           |                            |         |      |  |
| Date of Issue:               | 06 MARCH 2023        |                            |         |      |  |
| Date of Expiry:              | 05 MARCH 2028        |                            |         |      |  |
| Signature of holder:         |                      |                            |         | 1    |  |

Issued by Kenya Maritime Authority

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CDC No. 000745

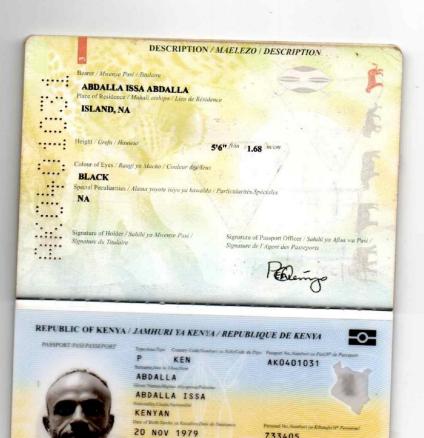


# Republic of Kenya

SEAFARER'S CONTINUOUS DISCHARGE
CERTIFICATE (CDC)
AND
RECORD BOOK

CDC No. 0007451

(Issued in accordance with the Merchant Shipping Act, Cap. 389)



P<KENABDALLA<<ABDALLA<ISSA<<<<<<<<<<<<>AK04010319KEN7911200M290613921816732<<<<<48

MOMBASA, KEN
of Issue Turche va Kusolewa Date de Delivrance

GOVERNMENT OF KENYA

14 JUN 2019

13 JUN 2029

# NATIONAL POLICE SERVICE



# DIRECTORATE OF CRIMINAL INVESTIGATIONS

DIRECTORATE OF CRIMINAL INVESTIGATIONS HEADQUARTERS

P.O.Box 30036-00100 GPO

NAIROBI, KENYA

Ref. No. PCC-YLT9R6OA

Date. 26 October 2023

# POLICE CLEARANCE CERTIFICATE

I hereby certify that the fingerprints recorded from

# **ABDALLA ISSA ABDALLA**

holder of ID No. **21816732** have been searched in Criminal Records Office's database with/without previous record. The validity of the information on this certificate is as of the date of issue.

# REMARKS IN CASE OF PREVIOUS RECORD

OFFENCE(S): NIL

RESULTS OF TRIAL: NIL

DATE: NIL

This Certificate has been issued without any alteration or any erasure

Control of Charles (Charles of Charles of Ch

(W.N KIRAI)

For: Director, Directorate of Criminal Investigations (P.T.O)

NOTE: This is a computer generated certificate, to verify the authenticity of this document, use the link https://dci.ecitizen.go.ke/verify, send DCI to 21546 Then Dial \*512# and select "Police Clearance"





#### REPUBLIC OF KENYA

# MERCHANT SHIPPING ACT (CAP 389)

Merchant Shipping (Training and Certification) Regulations 2016

### Certificate of Proficiency

## SECURITY AWARENESS TRAINING FOR SEAFARERS

The Government of the Republic of Kenya certifies that;

Name

ABDALLA ISSA ABDALLA

Passport/ Id. No

AK0401031

Country of Birth

KEN'YA

Date of Birth

20 NOVEMBER 1979

Signature of holder



Has been found duly qualified in accordance with the provisions of

# Regulation VI/6 para. I

Of the International Convention on Standards of Training, Certification and Watch keeping for Seafarers, 1978, as amended and has also met the criteria applicable to the issue of this certificate.

Date of issue 16 MARCH 2023

Signature;

Name Fredrick Luke Sar

Certificate No: SAT 5852

Head of Seafarers' Training, Examination and Certification

This certificate must be keptionaliable in its original form on board the ship on which the holder is serving in accordance with Regulation 1/2 paragraph 11 of STCW, 1918 a amended

Any person other than the belifter who may come into possession of this document is kindly requested to send it to Kenya Maritime Authority. P.O Box 95076-80104 Moments Kenya The cast rentiesty of this document may be verified at the website address: were kma. go, be or by making an inquiry to the above address.





# MERCHANT SHIPPING ACT (CAP 389)

Merchant Shipping (Training and Certification) Regulations 2016

# Certificate of Proficiency

# BASIC SAFETY TRAINING FOR SEAFARERS

The Government of the Republic of Kenya certifies that,

Name ABDALLA ISSA ABDALLA

Passport / Id. No. AK0401031

Country of Birth KENYA

Date of Birth 20 NOVEMBER 1979

Signature of holder



has been found duly qualified in

| Training                                  | STCW Code      | Date of Expiry |
|---|----------------|----------------|
| Personal Survival Techniques              | Table A-VI/1-1 | 1 March 2028   |
| Fire Prevention and Fire Fighting         | Table A-VI/1-2 | 1 March 2028   |
| Elementary First Aid                      | Table A-VI/1-3 | N/A            |
| Personal Safety and Social Responsibility | Table A-VI/1-4 | N/A            |

conducted in accordance with the provisions of **Regulation VI/1** of the International Convention on Standards of Training, Certification and Watch keeping for Seafarers, 1978, as amended and has also met the criteria applicable to the issue of this certificate.

Date of issue, 16 MARCH 2023

Signature: Name: Fredrick Luke Samba

Certificate No: BST 5666

Head of Seafarers' Training, Examination and Certification

This certific the way the kept available in its original form on board the ship on which the holder is serving in accordance with Regulation 1/2 paragraph 11 of STCW, 1978 as

Asy person (use: that the holder who may come into possession of this document is kindly requested to rend it to Kenya Maritime Authority. P. O Bax 95076-80104 Manhasa Kenya. The pathentarity of this document may be verified at the website address: www.kma.go.ke or by making an inquiry to the whose address.