

Strategic thinker with a big picture mindset, exceptional time management skills, and the capacity to energize a team of professionals by creating a resilient and innovative team culture.

## Qualifications Summary

- ♦ Visionary professional with the ability to manage Quality Assurance efforts within major food supply categories including supplier communication, product auditing, continuous improvement initiatives, product optimization, and commercialization of new products cross functionally.
- ♦ Collaborative team-player with high emotional intelligence and the capacity to communicate successfully with suppliers to source new ingredients and compile information to ensure compliance with customer and food safety and quality requirements.
- ♦ Exceptional communicator and independent thinker with a sharp power of observation, able to simplify sophisticated issues to make them easily comprehensible for a broader audience.
- ♦ Ambitious, high-energy self-starter with a proven ability to plan, prioritize, manage, and drive complaint resolution including investigation, troubleshooting, supplier collaboration, and documentation.
- ♦ Engaging individual with a dynamic growth mindset, strong management and people skills, personal values, and technical knowledge; able to organize, communicate & coordinate information and activities to facilitate accurate and efficient product development and technology transfer.
- ♦ Highly effective strategist with the capacity to use creativity to determine the best course of action for the organization as a whole through use of skills that transfer across multiple industries and positions.

## Career Experience

**Glanbia Nutritionals** | Carlsbad, CA

**Quality Assurance Supervisor** | 2018 to Present

Establish solid foundation for success by coordinating verification and validation activities of prerequisite programs; skilled in ensuring quality management system requirements remain in compliance with 21 CFR Part 111 and 117. Exercise detailed analysis and judgment while reviewing technical documents for vitamin premix commercialization; able to ensure efficacy of blend specification and master manufacturing record including ingredient dosage accuracy, allergens identification, and proper use of critical control points. Maximize productivity and provide vital structure by investigating customer complaints regarding ingredients; identify root causes and coordinate with other departments, including Commercial, Quality Control, Research and Development, Procurement, and Customer Service to implement corrective actions and prevent future recurrences. Contribute to quality key performance indicator goal of >99%. Address supply chain changes by analyzing and approving ingredient substitutions for raw materials.

### *Selected Contributions:*

- ♦ Facilitate 69% reduction in outstanding customer document requests from Cloud for Customer system while overseeing a dedicated team of temporary and permanent associates.
- ♦ Streamline processes and clarify expectations by drafting new SOPs including procedures designed to extend ingredient shelf life and the proper use of a hand-held heat sealer.
- ♦ Harmonize operations by reviewing SOPs annually to confirm use of best practices.
- ♦ Shape a vibrant, productive environment by mentoring direct reports to advancement; honored to help multiple temporary associates become permanent associates and one permanent associate advance from Associate Level 1 to Associate Level 2.
- ♦ Leverage experience and functional knowledge to conduct comprehensive manufacturing plant audits requested by customers or in compliance with standards established by the NSF, SQF, and the FDA.

**Santa Cruz Nutritionals | Santa Cruz, CA**

**Quality Management Specialist | 2015 to 2018**

Maintained quality management system by helping resolve laboratory report errors, testing delays, and out of specification test results while maintaining constant communication between the internal laboratory and external laboratories. Exhibited resourcefulness by reviewing test results for finished goods to ensure specifications were met; created certificates of analyses for release of finished products and initiated batch investigations for test results out of specification.

*Selected Contributions:*

- ♦ Facilitated significant improvement in product release time by ensuring on-time testing of vitamin gummies to meet customer orders.
- ♦ Employed refined relationship-building skills and collaborative mindset while partnering with Sales, Production, and Micro and Chemistry Laboratories to facilitate bulk and raw material testing flow, minimize costs, and drive operational efficiency.
- ♦ Demonstrated strong leadership and foresight while overseeing sample-handling program, which received raw material and bulk samples, aseptically prepared composite samples for internal laboratory and/or contract laboratory testing, and meticulously documented sample information.
- ♦ Exhibited superior attention to detail while reviewing new finished product specifications to ensure accuracy and completeness of ingredient label claims in alignment with supplier specifications.

**Fresh Express Incorporated | Salinas, CA**

**Quality Assurance Supervisor | 2013 to 2015**

Defined direction that catalyzed coordination by directing CCP monitoring on the manufacturing floor by a team of ~10 quality technicians. Generated stability by executing shelf-life studies of fresh produce; supported new product growth and innovation by evaluating cut-size, decay, mechanical damage, color, and oxygen / carbon dioxide level in packaging.

*Selected Contributions:*

- ♦ Captured substantial gains in efficiency and productivity by assisting with Research and Development trials of new bagged produce blends including juicing greens, digestive health, and antioxidant mix.
- ♦ Ensured quality execution by reviewing and verifying quality documentation; reported key performance indicators to efficiently measure progress.

## **Education**

**Bachelor of Science, Food Business Management**

The Ohio State University, Columbus, OH

## **Certifications and Awards**

Certified Safe Quality Food Practitioner, Steritech | Certified In Hazard Analysis Critical Control Point Implementation, International HACCP Alliance | Certified Preventive Controls Qualified Individual, Food Safety Preventive Controls Alliance | Performance Matters Award, Glanbia Nutritionals, August 2019

*References Available upon Request*