



DANG KIM HIEU

Quality Assurance Manager



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Apr 29, 1989
Ho Chi Minh, Vietnam

CAREER OBJECTIVE

With over 8 years of experience in food safety and quality management across F&B, FMCG, and retail sectors, I aim to lead and develop a nationwide QA team. I seek to contribute my expertise in compliance, auditing, and team training to ensure that all products and operations meet legal and company food safety standards.

WORK EXPERIENCE

QA Supervisor

Jollibee Vietnam

Jun 2024 – Until now *Ho Chi Minh city, Vietnam*
Jollibee Vietnam is a fast-food chain with 200+ stores nationwide, part of Jollibee Foods Corporation – one of Asia's largest F&B groups.

Main responsibilities

- Update Vietnam law on Food Safety and perform training on newly updates of regulations and checklist to QA team and operation team.
- Evaluate food safety risks in stores; provide actionable recommendations to ensure compliance.
- Lead supplier and store audits to ensure product and operational safety.
- Collaborate with cross-functional teams to address non-compliance and implement corrective actions.

QA Supervisor

Blue Ocean

Jun 2023 – Jun 2024 *Ho Chi Minh city, Vietnam*
Blue Ocean is a food export company, specializing in premium rice and processed foods for markets in the US, EU, and UAE.

Main responsibilities

- Build up quality control food safety' documents and training for QC staff, operation according to HACCP, ISO 22000 standard, company regulations.
- Audited suppliers and factories to ensure compliance with export food safety regulations and client standards.
- Monitored and followed up corrective actions after external audits; maintained audit records and summaries.

QA Supervisor

SBO Vietnam

Apr 2023 – Jun 2023 *Ho Chi Minh city, Vietnam*
SBO Vietnam operates multi-brand restaurants such as Yakimono, Le Monde Steak, and Bang Chain Hot Pot.

Main responsibilities

SNAPSHOT

Profile Summary

Details:

- Expertise in HACCP, ISO 22000, FSSC 22000, and food law compliance.
- Experience in training QA staff and operations team on food safety & audits.
- Capable of building and updating QA checklists in alignment with Vietnam law
- Led supplier & store audits, managed corrective actions and quality reporting
- Leadership, communication, planning, and documentation skills.

CERTIFICATES

Bachelor Food Technology (2011)

Can Tho University

Internal Auditor on FSSC 22000 Version 5 (2020)

Bureau Veritas

TECHNICAL SKILLS

Quality Management
Handling quality issue

SKILLS

Language: English,

Computer: Word, Excel, Power point, AI basic

- Planning and following progress
- Logical thinking and System observation

- Conducted QA inspections at stores and warehouses based on food safety checklists and SOPs.
- Supported QA manager in strategy planning related to food safety training and audit scheduling.

Quality Assurance Senior Executive

NOVA Commerce– NOVA Group

Apr 2022 – Oct 2022

Ho Chi Minh city, Vietnam

Nova Commerce operates supermarket and convenience store chains under Nova Group.

- Conducted supplier audits to ensure compliance with food hygiene standards and internal policies.
- Supported QA planning, documentation, and training across departments.

Food Quality Management Executive

Aeon Vietnam – Aeon Group

Apr 2018 – Apr 2022

Ho Chi Minh city, Vietnam

AEON Vietnam is a subsidiary of Japan's leading retail group, operating shopping malls and supermarkets nationwide.

Key Achievements and skills gained

- Managed and improved suppliers' quality performance through the "Supplier Quality Rating Program"
- Audited manufacturers and suppliers to ensure compliance with food safety standards, including meat, seafood, and processed foods.
- Manage feedback from store operations/suppliers related to quality.
- Updated and maintained QA checklists aligned with Vietnam law and AEON's internal standards.
- Supported the development and revision of food hygiene training materials for internal use.

Quality Assurance and Audit Supplier

Vin Commerce – Vin Group

Feb 2015 – Apr 2018

Can Tho city, Vietnam

VinCommerce is a supermarket and convenience store chain, formerly owned by VinGroup (now part of Masan Group).

Details:

- Conducted store audits and supervised food safety practices based on ISO, GMP, and 5S standards.
- Trained new QA staff and operations teams on hygiene and company procedures.
- Supported stores in handling customer complaints related to product quality..

Achievements and skills gained:

- Archives "Advanced Employee Award"
- Complete the course and get Certificate "Train the trainer"

- Training
- Communication
- High sense of responsibility
- Customer service oriented
- Leadership and Motivation
- Work independently and in a team