



Le Thi Thuy Trang

(TRANG LE)

PERSONAL SUMMARY:

I am a dedicated professional with over 10 years of experience in food safety management. Highly capable and well-organized, I excel at managing multiple priorities simultaneously. I possess excellent team leadership skills, with a proven ability to guide and inspire others.

With a professional mindset, I fully understand the critical role of the QA department in any organization and embrace my mission as “a leader guiding the team in the fight for quality.”

EDUCATION:

Industrial University of Ho Chi Minh City

Engineering degree | 2011

- Rating: Excellent
- Major: Food Technology

PACE Institute of Management

Certificate of Management Capacity for Middle Management | 2016

SGS VIETNAM Ltd

Certificate of ISO 22000:2018 / FSSC 22000 Version 5 | 2020

- Awareness and Internal Auditor

Human Resource Supply and Training Joint Stock Company

Certificate of Quality Assurance – Quality Control (Level Manager) | 2020

PROFESSIONAL EXPERIENCES:

CJ Bakery VietNam Co.,LTD | 2021-Now



Business Support Manager (Reporting to CEO) | 2024-Now

Responsible for managing four departments: QA (also known as Hygiene), Training, Internal Audit, and Legal.

1. General Management

- Set KPI objectives and conduct annual PMDS (Performance Management and Development System) evaluations for staff.
- Team leadership: Guide, inspire, and motivate employees to achieve common goals.
- Work management: Plan, organize, supervise, and coordinate activities to ensure progress and work quality.
- Decision-making: Make strategic and operational decisions to solve problems, improve processes, or optimize resources.
- Compliance and quality assurance: Ensure that all tasks are performed in accordance with established regulations, procedures, and standards.

2. QA Department Management

2.1. Training

- Conduct training on inspection skills and other relevant competencies (e.g., training skills) for the QA team.
- Evaluate the skill levels of the QA team.
- Plan and organize training sessions for the QA team and other relevant departments on the latest regulatory updates and checklists.

2.2. Store and Factory Inspections

- Manage and allocate QA resources to conduct store and factory inspections in accordance with the company's schedule and standards.
- Keep up to date with Vietnamese food safety regulations and provide guidance on reviewing and updating inspection checklists.
- Analyze inspection results and collaborate with relevant departments to develop appropriate improvement measures.
- Propose reward and disciplinary policies related to food safety compliance.

SKILLS:

- Leader ship
- Problem solving
- Coaching
- Time management
- Communication

LANGUAGE:

- English: Basic communication (currently improving)

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2.3. Supplier Evaluation

- Track the origin and review quality documentation of incoming products to ensure that suppliers comply with food safety regulations.
- Coordinate with relevant departments to conduct supplier evaluations.
- Stay up to date with Vietnamese food safety regulations and provide guidance on reviewing and updating the supplier inspection checklist.

2.4. Product Self-Declaration Dossier

- Ensure that the company's product self-declaration dossiers fully comply with legal requirements.

2.5. Others

- Supervise and guide the QA team in receiving food safety inspection and assessment teams.
- Coordinate and host the annual food safety audit conducted by the Korean headquarters
- Direct and guide the resolution of customer complaints related to food safety.

3. Training Department Management

3.1. Training

- Coordinate with other departments to identify training needs.
- Collaborate with the Korean Training Team to develop and improve training programs, including offline formats and AI-based methods.
- Evaluate the effectiveness of training programs and make improvements where needed
- Organize monthly workshops for employees who have been the subject of customer complaints.

3.2. Store Service Quality Inspection

- Manage and allocate Training and Mystery Shopper resources to conduct store inspections in accordance with the company's schedule and standards.
- Analyze inspection results and collaborate with relevant departments to implement appropriate improvements.

3.3. Customer Complaint Handling Oversight

- Monitor the handling of customer complaints received through various channels such as Facebook, Google, QR codes, etc.
- Analyze customer complaints and coordinate with relevant departments to develop appropriate corrective actions.

4. Internal Audit Department Management

4.1. Monitoring of Operations and Departmental Compliance

- Develop and implement compliance control plans for the operations division and other relevant departments.
- Directly participate in handling disciplinary actions for employees who violate company regulations, when necessary.

4.2. Risk Control Through Process and Policy Improvement

- Collaborate with and support departments in developing and improving processes and regulations to mitigate risks and reduce violations.
- Assess the adequacy, validity, and compliance of processes, policies, and regulations across departments and the entire company.
- Propose appropriate solutions to ensure effective implementation.

5. Legal Affairs Department Management

- Ensure that all legal documents and records of the company comply with applicable laws and regulations (e.g., Enterprise Registration Certificate (ERC), signage permits, advertising licenses, Investment Registration Certificate (IRC), etc.).

Hygiene Audit Part Manager (Reporting to Business Support Manager) | 2021-2024

- This position is responsible for all activities of the QA Department as outlined above
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N KID Group | 2018-2020

QA Leader



- Plan departmental work and budget
- Coach, mentor, support, and ensure optimal manpower utilization
- Conduct monthly employee KPI assessments
- Establish standards for raw materials, semi-finished products, and finished products
- Develop the food safety and quality management system based on relevant standards and regulations, including procedures, work instructions, SSOP, GMP, testing methods, audit checklists, forms, traceability procedures, etc.
- Organize and lead internal audits at all stores
- Monitor monthly and quarterly quality performance across all stores to ensure timely quality control improvements
- Plan and organize annual supplier audits
- Conduct food safety training for employees and store managers
- Responsible for obtaining food safety certificates for restaurants and factories
- Coordinate and host food safety inspections conducted by authorities

Tan Viet Nhat Co.,LTD | 2011-2018

QA Leader (Reporting to Board of Directors) | 2015-2018



In addition to the above tasks, other responsibilities (factory control, laboratory control, etc.) include:

- Develop periodic plans for microbiological and chemical testing of raw materials, semi-finished products, finished products, and hygiene conditions in restaurants and factories
- Create periodic plans for testing, calibration, and monthly consumption statistics of tools and chemicals
- Coordinate with competent authorities on environmental resource matters on behalf of the Board of Directors
- Handle administrative procedures including product registration, environmental resource documentation, sidewalk usage permits, and music copyright registration certificates

QA Specialist (Reporting to Board of Directors) | 2013-2015

- Establish standards for raw materials, semi-finished products, finished products, and tools/packaging in direct contact with food
- Develop cleaning instructions for areas, equipment, and tools that come into direct contact with food
- Create relevant quality assessment forms
- Inspect the quality of incoming materials
- Plan and conduct monthly food safety checks (incorporating 5S) across all restaurants and factories
- Control traceability
- Plan and organize annual supplier audits
- Supervise and monitor the QC team

QC Specialist (Reporting to Board of Directors) | 2011-2013

- Monitor the operating status of insect lights and the water purifier
 - Plan and implement insect and pest control activities
 - Send tap water and filtered water samples for periodic testing (by external agencies)
 - Monitor, plan, and organize the implementation of food safety certification for restaurants and factories (including physical examinations and food safety training)
 - Submit external testing samples and handle product announcements (covering approximately 100 in-house products)
 - Monitor, plan, and organize the implementation of procedures related to environmental resources
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