



# Nguyen Thi Thanh Tuyen

## QC MANAGER



Female



0945889586



06-06-1986



48/4d, ấp 4, xã xuân thới thượng, hóc môn, Hồ Chí Minh



paggg2021@gmail.com

## SKILLS

- Quality System Development & Management | Quality Assurance
- Proven leadership and team management skills
- Excellent communication and interpersonal skills
- Organizational Skills | Resolving problem | Out-of-the Box Thinking
- Ability to manage multiple projects simultaneously

## LANGUAGES

TOEIC 500



## SOFTWARE

Microsoft office | SAP



Power BI



## REFERENCES

- **Nguyen Van Xuan**  
Golden Gate Group  
QA Manager  
0937947665

## OBJECTIVE

" 16+ years of in-depth involvement in all levels of Quality assurance in the F&B with a number of food groups: meat; seafood; vegetables; packed-food; fruits; ready to eat foods; beverage. Having sound knowledges of monitor process, check and ensure of raw material - product, control document, audit supplier, build ISO 22000:2018 with the ability to formulate strategies, make decisions, and plan with confidence to ensure the output products is the best. Eager to bring my experiences and knowledges to ensure overall efficiency in the capacity of a quality system in F&B company. I want to become an excellent manager, successfully complete goals and partially contribute to the company's development.

"

## WORK EXPERIENCE

05-2020 - 06-2025 • QC MANAGER

**GOLDEN GATE GROUP & THE COFFEE HOUSE**

- Establish quality goals and metrics, and monitor progress against these benchmarks
- Oversee the development and implementation of quality assurance processes and procedures
- Ensure consistent application of quality standards across the 298 sites and operations in the region
- Responsible for managing the company's environmental compliance and sustainability initiatives
- Oversaw all environmental matters, ensuring compliance with local and international regulations
- Monitor and analyze quality performance data, and implement corrective actions as needed
- Set up standards for raw materials each to group: meat; seafood; vegetables; packed-food; fruits; ready to eat foods; butter; milk; beverage...
- Control and follow up on non-conforming products
- Ensure compliance with industry standards, regulatory requirements, and company policies
- Set up and implement internal quality audits at central kitchen a monthly and 10-20 stores/month, and manage follow-up actions to

address audit findings

- Maintain and update quality documentation, including policies, procedures, and audit reports
- Collaborate with the procurement team to evaluate and select suppliers based on quality criteria
- Coordinating with departments to assess the quality of input suppliers.
- Audit onsite the supplier's quality management system based on the company's criteria and the supplier's actual system (such as BRC, ISO 22000:2018, FSSC 22000, HACCP, etc.), about 12 suppliers/month.
- Oversee supplier quality performance and conduct regular supplier audits (audit periodically or unexpectedly)
- Work with suppliers to resolve quality issues and drive continuous improvement
- Build and develop strategic suppliers according to a common direction
- Supplier database management (both domestic and imported about food safety certificates; self-declaration or declaration records; periodic testing; import documents...)
- Address customer complaints and feedback promptly and effectively (about 15 cases/month); ensuring resolution and continuous improvement; ensuring complaint control according to KPIs
- Identify and implement continuous improvement initiatives to enhance product quality and operational efficiency
- Stay updated on industry trends, best practices, and regulatory changes related to quality management
- Optimize management and personnel by being in charge of provincial restaurants in the southern region
- Cost optimization: make three-step books online, take responsibility for environmental records (don't hire outside services)
- Control and follow pest control and chemical system of all south sites: supplier, evaluate quality effectiveness on a monthly, quarterly, yearly.
- Maintain and establish good relationships with authorities.
- Coordinate and manage new projects: track and control supplier records on web, deploy automatic label printing system...
- Training Food Safety
- Training and development for employees

## **10-2016 - 05-2020 • COMPLIANCE SUPERVISOR GOLDEN GATE GROUP**

- Oversee the development and implementation of quality assurance processes and procedures
- Ensure consistent application of quality standards across all sites and operations in the region
- Monitor and analyze quality performance data, and implement corrective actions as needed
- Control and follow up on non-conforming products
- Ensure compliance with industry standards, regulatory requirements, and company policies
- Set up and implement internal quality audits 10-20 stores/month, and manage follow-up actions to address audit findings
- Maintain and update quality documentation, including policies, procedures, and audit reports
- Control and follow pest control of all south sites: supplier, evaluate quality effectiveness on a monthly, quarterly, yearly.
- Maintain and establish good relationships with authorities.

## **10-2014 - 06-2016 • QUALITY ASSURANCE AND SENSORY ANALYST**

### **PURATOS GRAND-PLACE VIET NAM**

- Certificate DTB: Check/ update validation of all cert from supplier, sub-contractor, the company
- Goods destroy DTB: Follow up and record data of product destroy
- Control new raw material: record, quality... before in put on the warehouse
- Application actual samples in products when RM samples have problems
- Process monthly payment, statistics yearly sampling fee, expenses follow up, register all expenses, process all payments, statistics budget
- Machine/ tool calibration
- Take samples for MOH/ Custom
- Document distribution, prepare doc as sale request (CoA, registration doc, company cert...)
- Register all document distributed by our department members except sensory
- Advance request, office tool/ equipment purchase ...
- As secretary: organize external meeting (auditor, supplier, subcontractor), internal meeting (QC, other dept.) such as book meeting room, email confirmed the related person, send meeting report, ...
- QC document management- Others as sup/ manager assigns
- Support to write/ revise form/ procedure/ guideline: Follow QAS/ HOD
- Participate in building ISO 22000 system.
- Registration doc: Doc. preparation, Doc. submitting
- Others: As HOD assigns

## **09-2011 - 10-2014 • QUALITY INCOMING INSPECTOR LEADER**

### **URC VIET NAM**

- In-charge of checking and ensure that RM and PM always meet the requirement standard.
- To receive and investigate claims from production which related to material's quality.
- Contacts to supplier for resolving RM and PM complaints
- Prepare of schedule for pest control services, RMs fumigation.
- To build up and supervise the implementation of issued control procedures. Innovate procedures to upgrade material's quality.
- Control document such as: ISO document, PM and RM document, pest control contact, others document.
- Application actual samples in products when RM samples have problems.
- Support R&D and QA manager in conducting and getting certificate and other requirements form health center.
- Audit supplier and audit warehouse.
- To assist to follow up the corrective/ preventive actions and versify the effectiveness
- To manage and develop all assistant incoming inspectors, incoming helpers in their routine jobs.

**07-2009 - 09-2011 • QUALITY CONTROL ONLINE**

**TAN HIEP PHAT**

- Control process parameters based on company's GMP and Company's HACCP plan.
- Control to analysis physis-chemical parameters of raw material, supplied water, wasted water, semi-product and product.
- Suggest to stop line and take ideas from QC Supervisor when manufactures don't reach company quality standards.
- Isolate and report on time, refuse to import products which not to reach quality standards.
- Follow CAR.
- Check conditions of equipment, cleaning of equipment, calibration of equipment, maintenance of equipment...
- Control chemical inventory and equipment conditions, chemical preparation
- Conduct testing when have new product, new material and new chemical
- Store sample, make report and save result record.

## **EDUCATION**

**10-2012 - 01-2015 • NATIONAL UNIVERSITY OF HO CHI MINH**

**MBA DEGREE - FOOD TECHNOLOGY & BEVERAGE**

- Degree classification: Good

**07-2007 - 07-2009 • UNIVERSITY OF INDUSTRY  
FOOD TECHNOLOGY**

- Degree classification: Good