

PERSONAL DETAIL

Full name	: TRAN DIEU NHU TRAM
Place & Date of Birth	: Tien Giang, 18/03/1988
Address	: 49A Tran Huy Lieu, Phu Nhuan Dist., Ho Chi Minh City
Marital	: Single
Phone	: 0388 555 087
Mail	: tramtdn88tt@gmail.com



EDUCATION

Ho Chi Minh City University of Technology	TOEIC: 600
Major: Faculty of Chemical Engineering	
Tien Giang University	
Major: Food Technology	

WORKING EXPERIENCE

- 02/2020 - Present	MM MEGA MARKET VIETNAM - BJC GROUP Quality Assurance Manager - Oversaw product quality, food safety, hygiene, and certification across the store chain (Convenience store: 46 stores) - Established and maintained risk management systems based on food hygiene standards. - Developed SOPs, work instructions, and memoranda for proper handling and quality assurance. - Audited suppliers in compliance with Vietnamese regulations. - Managed crisis situations including product recalls, customer complaints, and incident reports. - Coordinated training programs for store staff on QA procedures and hygiene standards. - Collaborated on product development with Own Brand team (e.g., onigiri, sandwiches, smoothies).
- 07/2018 - 01/2020	MM MEGA MARKET VIETNAM - BJC GROUP QA Import/ Export - Handled registration certificates for food and non-food products (cosmetics, chemicals). - Monitored quality of exported agricultural and seafood products. - Collaborated across departments to ensure compliance and quality control. - Understood regulatory standards: ISO, HACCP, VietGAP, and environmental laws. - Managed supplier and subcontractor quality systems.
- 09/2016 - 02/2018	PAN FOOD JSC - PAN GROUP Head of Quality (RD-QA-QC) - Led teams in product development, industrial and consumer products. - Managed cost optimization and ensured full traceability throughout the supply chain. - Updated internal standards and procedures across departments. - Conducted competitor product quality analysis. - Supported technical problem-solving across departments.
- 03/2016 - 08/2016	PAN FOOD JSC - PAN GROUP R&D Executive - Developed sensory evaluation programs. - Created new product recipes, prepared samples for consumer testing and analysis.
- 06/2011 - 10/2015	ORION FOOD VINA R&D Executive - Led sensory evaluations for raw materials and finished products. - Maintained sensory standards and data tracking for product development. - Facilitated internal communication on testing and improvement processes.