

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
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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.