

Cigdem CABAN

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Qualifications:

- HACCP Certified (1 certificate from International HACCP Alliance and 1 certificate from Rutgers)
- SQF- trained
- Awarded "Certificate of Appreciation" by Governor during my time in *Ministry of Agriculture and Rural Affairs*
- Experience in team-leading in *Pepsi Bottling Group* during "5S" implementation
- Outspoken with management in terms of product quality/food safety in all my positions
- Flexible working hours
- Proactive, detail-oriented, hard-working, quick learner, eager to learn & a result-oriented team player

Work Experience:

Quality Compliance Supervisor (06/18 /2012- present)

Kraft Foods Inc., Atlantic Gelatin, Woburn, MA

- Responsible for:
 - Conducting trainings on "GMPs, HACCP, Allergens, Food Defense and internal policies" regarding food safety (aseptic sampling of finished products performed by the operators, sanitation performed after maintenance activities to prevent contamination of the line, tool cleaning activities for maintenance technicians, roof/overhead leak response, glass-breakage).
 - Increasing food safety awareness throughout the plant.
 - Developing metal detector validation procedure.

- Managing micro lab (supervision of 2 techs, ordering lab supplies, coaching techs, making sure lab practices comply with Kraft Food Policies, update/ review lab programs to ensure compliance with Kraft Foods Policies).
- Improving existing color-coding system to provide separation between different hygiene zones within the plant.
- Accompanying the auditors and ensuring that plant is audit ready at all times. This includes, but not limited to:
 - Improving current calibration and verification practices.
 - Enforcing the implementation of food safety related policies within the plant and making sure that plant practices match with the written internal policies.
 - Ensuring that food safety related internal policies comply with Kraft Foods corporate policies.
- Providing professional support on investigations regarding food safety incidents and assisting in product disposition.
- Closing audit gaps before given deadlines and doing necessary follow-ups with other departments.
- Assisting sanitation.

Quality Department Supervisor- HACCP Team Leader- Validation Team Leader (08/ 23/2010- 06/11/2012)

Tribe Mediterranean Foods Inc. (Nestle), Taunton MA

- Responsible for, and developed the following:
 - “Receiving Program” for raw materials, packaging materials and semi-finished products to assure compliance with specs.
 - “Hold and Release Program” for finished products.
 - Quality Monitoring Schemes according to Nestle policies.
 - “Environmental Monitoring Program” which includes Listeria sampling plans, air quality and water monitoring.
 - “Training Program” to train relevant personnel on GMPs, Food Safety, Food Defense, Sensory Tests and HACCP.
 - “Line Release Program” to prevent cross-contamination after maintenance activities performed during production.

- Developed color-coding system for the factory.
- As a HACCP Team Leader, established 2 HACCP Teams and arranged team meetings to develop HACCP Program for the new processing lines/ improve the existing ones and to resolve HACCP incidents (includes investigations, developing corrective actions and preventive actions for the incidents). In addition to this, oversaw the monitoring, verification and validation of CCPs.
- Developed pre-operational inspection reports.
- Provided professional support in quality and food safety related areas.
- Investigated complaints from consumers/customers and took corrective/ preventive actions.
- Supervised 3 technicians. Took management responsibilities for 4 months during the absence of Quality Manager.
- Responsible for monthly Quality KPIs.
- As a Validation Team Leader, established a team to validate effectiveness of CIP system.
- Performed Mock Recalls.
- Performed GMP audits throughout the whole factory including production, sanitation and maintenance activities.
- Performed supplier audits and wrote audit reports. Sent raw material and/or packaging material quality-related complaints to suppliers and followed-up with the supplier's corrective actions.

Customer Service Manager, Cashier (11/ 2009- 08/ 2010)

Wal-Mart Inc. Framingham, MA

Food Safety Auditor (2005- 2009)

The Ministry of Agriculture and Rural Affairs of Turkey Republic Bolu/ TURKEY

- Performed food safety audits to the manufacturing plants, grocery stores, bakeries and restaurants in accordance with the laws. Wrote audit reports and followed-up with the corrective actions provided to the companies.
- Gave recommendations and/or imposed fines to promote food safety.

Quality Assurance Engineer - Team Lead (2005)

Pepsi Bottling Group Adana Plant Adana/ TURKEY

- Responsible for Aquafina Water Line, Water Treatment Area and Pet Bottles' Blowing Unit
- Trained lab technicians for analytical and microbiological tests in Aquafina Line
- Solved quality problems during the production and ensured that treated water complied with company specifications
- Performed test productions of new design Pepsi Bottles, determined the optimum production conditions, and ensured that quality of the PET bottles comply with company specifications
- Lead for the Lab Technicians and Water Treatment Area team
- Implemented Winning Edge Applications (5S) in Water Treatment Area and Reported to Quality Assurance Manager about the quality issues of related areas

Quality Assurance Engineer

Bagdat Spice Producing Company Ankara/ TURKEY

- Searched test methods for osmophilic yeast and performed a demo for the spectroscopic determination of osmophilic yeast.
- Supervised technicians.
- Responsible for Government approval of new products by preparing proper documentation.

Quality Assurance Engineer - Laboratory Chief

Saray Biscuit, Cake, Chocolate, Candy and Gum Manufacturing Company

Karaman/ TURKEY

- Responsible for ensuring that finished products, raw materials and packaging materials comply with company specifications and legal requirements.
- Searched microbiological test methods necessary for food safety and quality of finished products. (*Listeria monocytogenes*, *Bacillus cereus*, *Clostridium perfringens*, osmophilic yeast)
- Supervised technicians.

Education: Bachelor's of Science Degree in Food Engineering Department (Hacettepe University, 1998-2002, Ankara, TURKEY)

Languages: Turkish, English

Computer skills: Word, Excel, PowerPoint, Outlook, SAP

References:

- Michelle Ianucci (Corporate Microbiologist, Kraft Foods, NY/ USA)
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- Jimena Velasquez (Quality Department Manager, Tribe Mediterranean Foods, MA/ USA)
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- Yener BULBUL (Quality Assurance Manager, PepsiCo, Adana/Turkey)
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Training/ Certificates:

1. ISO 9001:2000
2. Microbiological Analysis in food
3. Computer skills (Word, Excel)
4. Food Safety Auditor
5. HACCP
6. SQF
7. Basic root-cause analysis DMAIC