



Sushma Kumari

Contact

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Skills

- Startups culture and Food company background
- Supply chain logistics
- Project Launch and Execution
- Work flow planning
- Vendor sourcing
- Data analysis
- Logistics Management
- Ecommerce management
- Problem Solving
- Team Coordination

A dedicated and results-driven professional with 11 years of experience in the food industry as a Quality Assurance , followed by successful operation management roles in startup environments. Proactive and hardworking individual focused on continuous operational improvement. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand.

Work History

2020-10 -
Current

Operation Head

E-Tex Healthcare private limited, New Delhi

- Implemented process improvement to shape organizational culture, optimize procedures for higher efficiency and help company evolve and grow.
- Setup and streamlined the whole process of operation of production to customer delivery of kawach mask during covid for both B2B and B2c customer
- Handling all E-commerce Platform (Amazon, Flipkart, Meesho, 1mg, Snapdeal, Indiamart,Jio, Ebay , Website ,GEM..) related daily operation and ads strategy and handling customer complaints and queries alongwith Provide Training to lower staff for smooth functioning of Daily operation
- Established positive and effective communication among unit staff and organization leadership, reducing miscommunications, and missed deadlines.
- Identified and resolved unauthorized, unsafe, or ineffective practices.
- Developed and maintained relationships with external vendors and suppliers.
- Managed inventory and supply chain operations to achieve timely and accurate delivery of goods and services.
- Led hiring, onboarding and training of new hires to fulfill business requirements.
- Negotiated contracts with vendors and suppliers to obtain best pricing and terms.
- Monitored daily cash discrepancies, inventory shrinkage and drive-off.
- Supervised operations staff and kept employees compliant with company policies and procedures.
- Analyzed and reported on key performance metrics to senior management.

2020-04 -
2020-08

Quality Assurance and Quality Control Executive

DS Specico Private Limited, New Delhi

- Reported production malfunctions to managers and production supervisors.
- Monitored staff organization and suggested

2014-03 -
2020-03

- improvements to daily functionality.
- Inspected products and worker progress throughout production.
- Investigated customer complaints and performed corrective actions to resolve quality issues.
- Performed root cause analysis to identify and resolve quality issues and defects.
- Performed routine maintenance and calibration on testing equipment.
- Inspected items and compared against standards to meet regulatory requirements.
- Inspected raw materials and finished products to verify quality and disposed items that did not meet safety requirements.
- Preparing Sops.
- Member of Internal Audit Team

Quality Assurance Executive

DS Group, New Delhi

- Validated quality processes by establishing product specifications and quality attributes and updating quality assurance procedures.
- Achieved quality assurance objectives by contributing information and analysis to strategic plans and reviews and preparing and completing action plans.
- Evaluated audit findings to implement appropriate corrective actions.
- Planned, conducted and monitored testing and inspection of materials and finished product quality.
- Collaborated with cross-functional teams to develop and implement process and system improvements.
- Investigated customer complaints and performed corrective actions to resolve quality issues.
- Created and maintained quality management systems to align with industry standards.
- Performed root cause analysis to identify and resolve quality issues and defects.
- Preparing work instructions, SOPs and SSOPs.
- Member of sensory panel team for development of new product or improvement in existing product as per market competitors.
- Vendor auditing or evaluation of vendor's performance
- Month wise evaluation of customer complaints and take corrective action accordingly
- Training and Development of workers.
- Responsible for the conducting quality analysis of incoming raw material, in process product, finished product .
- Responsible for the conducting analysis of packaging material.
- Compilation and presentation of MIS report and monthly QA report.
- Maintenance of lab inventory of Consumables and Chemicals.

2012-03 -
2014-03

Senior Food Technologist

Haldiram Snacks Private Limited, New Delhi

- Provided guidance on improved quality control measures to increase customer satisfaction.
- Developed extensions and improvements to food product lines.
- Crafted presentations to showcase proposed product line expansions and new flavors.
- Communicated and negotiated with ingredient suppliers and vendors to order new ingredients.
- Performed regular inspections of production lines to guarantee sanitary environment.
- Demonstrated knowledge of industry best practices regarding labeling and packaging.
- Assisting Quality head for preparing SOPs & SSOPs.
 - Training and Development of workers.
 - Ensure the norms of FDA, ISO, GMP, GLP & GHP
 - Investigate and adjust costumer complaint regarding quality.
 - Devising and establishing company's quality procedure standard and specification.
 - Setting standards for quality as well as health and safety.
 - Checking finished goods, conducting taste evaluation for checking proper mixing of spices, smell, taste, sealing of poly bags/laminates, coding etc before dispatch.
 - Involved in Daily online checking of leakage in pouches & taking the corrective action.
 - Involved in Daily joint plant round. Focus and Make action plan.
 - Facilitate development & implementation of HACCP system for food products. Preparing & maintaining the record for HACCP.
 - Maintain the record for the experiments and the samples under study.
 - Organoleptic analysis of all raw materials and finished products used in Snacksindustries.
 - Quality assurance of all packaging materials.

Education

2007-06 -
2011-06

B. Tech: Food Technology And Processing

*Allahabad Agricultural Institute Deemed University -
Allahabad*