**NAGHMA MATLOOB**

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**COMPETENT REGULATORY AFFAIRS MANAGEMENT PROFESSIONAL**

**Regulatory Affairs & Compliance | Quality Assurance & Control | Internal Audits**

**Industry Preference:** FMCG

**Location Preference:** Delhi- NCR / Anywhere

**PROFILE SNAPSHOT**

* **B.A.Sc. (Food Technology) & M.Sc. (Food Technology)** professional offering **over 7.8 years of rich experience** in:

**~ Regulatory Affairs Management ~ Quality Assurance & Control**

**~ Auditing & Compliance ~ New Product Development**

**~ Liaison & Coordination ~ Training, Coaching & Mentoring**

* Experience in obtaining necessary product approvals from FDA, FSSAI and government authorities for export/import.
* Functional exposure in directing quality control activities including resource utilization, material management, Bill of Materials (BOMs), work measurement, production norms establishment, audits.
* Proficient in quality & process effectiveness and achieving cost reduction by planning & implementing changes packaging, production systems and methods of working, direction of quality control inspection systems & reporting procedures
* Effective in developing and implementing Quality Management System (QMS) needed to meet FDA , FSSAI regulations
* Capable of managing compliance related issues like queries raised by FDA/Legal Metrology, framing replies, meeting government officials and convincing them about M&S documents and ways of working
* Strong exposure in conducting & coordinating audits and maintaining the stability & reputation of the company by complying with legal requirements and implementing effective measures to manage inventory / stock level
* Achievement-oriented professional with excellent people management skills and expertise to manage change with ease

**ORGANISATIONAL EXPERIENCE**

**Since Jan’14 Oriflame India Pvt. Ltd., Noida as Team Leader - QA & Registration**

**Key Result Areas:**

* Steering overall regulatory affairs, packaging, quality assurance, costing & customer complaint management functions
* Providing technical support and advice in response to consumer and legal inquiries, regulatory issues for the assigned product portfolio.
* Compiling product documentation and samples to facilitate product registration in export markets in India/ Sri Lanka/ Indonesia/ Vietnam including:
* Compilation of national dossiers for submissions to authorities
* Preparation, maintenance and update of product registration/license and regulatory compliance files
* Maintenance of regulatory documentation filing system
* Managing FDA and other regulatory submissions like FSSAI basis the information collected from various departments within the company for import registration & approval
* Addressing & resolving queries of regulatory agencies; maintaining regulatory agencies’ correspondence files; working as a mediator between the organization & government authorities for managing approval process
* Supervising product registration in global and local markets
* Reviewing the proposed changes in products and advising if the changes require regulatory approval
* Achieving quality objectives in the area of quality assurance and quality management activities across the company
* Defining, maintaining & revising processes, quality manual and QMS procedures to ensure company and products are compliant with applicable regulations and laws
* Preparing audit schedules, executing internal & GMP audits and evaluating audit reports and ensuring necessary validations are performed on equipment, processes and software used in manufacturing and product testing
* Organizing product and facility inspections, preparing procedures and instructions including certification assessment and surveillance audits, FDA inspections, and other regulatory inspections and supplier audits
* Resolving customer complaints by RCA & CAPA as per organizational rules
* Providing operations department including review of batch manufacturing and packaging records, validation records, release records, and other records
* Managing and maintaining relevant Standard Operating Procedures (SOPs) and Records
* Generating Bill Of Materials.
* Conducting training sessions on food safety, GMP, customer and regulatory requirements to enhance performance
* Supervising team (5 members) with their career development including performance management & feedback
* Cultivating relationship of mutual cooperation and respect for organizational benefit with various stakeholders

**Highlights:**

* Received ‘Best Employee Award 2014’ within one year of joining the organization
* Record FDA Approvals much ahead of the given schedule
* Received Togetherness, Spirit and Passion Award in 2016 for great team work.

**PREVIOUS EXPERIENCE**

**Mar’11 – Jan’14 Dr. Oetker Funfoods Pvt. Ltd., New Delhi as Technical Compliance Executive**

**Key Result Areas:**

* Managed all aspects of regulatory compliance for food products developed in laboratory
* Maintained proper documentation of new product approvals for submissions to FSSAI; ensured timely registration; filed License applications with FSSAI and followed-up till the approval was obtained
* Developed packaging & label guidelines of products in compliance with regulatory requirements
* Aligned imported product standards according to Food Safety and Standards Authority of India guidelines while exported products according to the subsequent country guidelines and products in special cases with CODEX and FDA guidelines
* Resolved all customer escalations and maintained healthy relationships with customers
* Liaised with vendors, monitored their performance for meeting quality parameters
* Conducted vendor audits as per ISO 22000:2005 format to ensure 100% quality
* Coordinated with Purchasing Department to establish quality requirements of materials from external suppliers
* Supervised new products development entailing specification study, vendor selection & finalization, schedule for development, first sample and final approval
* Participated in daily defect meetings; identified gaps and suggested relevant solutions

**Highlight:**

* Completed a project on packaging and reduced the cost by 15% - 20%

**Nov’09 – Mar’11 Calpro Food Essentials Pvt. Ltd., Delhi as R&D Officer**

**Key Result Areas:**

* Planned & executed research & development projects for new bakery products development
* Managed application of emulsifiers, stabilizers and enzymes in bakery products
* Made instant high volume sponge mixes, vegan cupcakes, donut premixes, bread & cake improvers
* Executed & implemented new frames & recipes according to the specific customer and market needs to enhance business expansion & customer delight

**EDUCATION**

2015 **Post Graduate Diploma in Pharmaceutical Regulatory Affairs** from IGMPI, Delhi, India with 66%

2009 **M.Sc. (Food Technology)** from Jiwaji University, Gwalior, M.P. with 84%

2007 **B.A.Sc. (Food Technology)** from Shaheed Rajguru College of Applied Sciences, Delhi University, Delhi, India with 71%

**IT SKILLS**

* MS Office (Word, Excel, PowerPoint), and Internet Applications

**CERTIFICATION**

* Internal Auditor Course Training on Food Safety Management as per HACCP/ISO\_22000 by DET Norske Veritas in 2006
* Halal Lead Auditor Certificate Training from Halal India in Jan’16
* Halal Lead Auditor Certificate Training from MUI Indonesia in Jul’ 16.

**ACADEMIC ACHIEVEMNT**

* Won Gold Medal in the Department of Life sciences for outstanding performance in M.Sc. Food Technology in 2009

**PERSONAL DETAILS**

Date of Birth: 9th March 1986

Languages Known: English, Hindi, and Urdu