

REGULATORY AND TECHNICAL SERVICES & CHEMICAL PRODUCT MANAGER TECHNOLOGIST

Professional Summary

Regulatory Affairs, Quality, and Supplier Management professional with extensive experience in Project management, Supply Chain, Procurement, and continuous improvement through GMP, ISO and other industry standards. An eleven year track record of goal-oriented leadership in a fast-paced corporate environment effectively communicating vertically, horizontally and across different functions to suggest and drive implementation of changes to improve supplier performance and customer satisfaction. Continuous improvement has been demonstrated by the two promotions and increased responsibilities. Versatile team player with an ability to incorporate new concepts and interact with all levels of professionals. Superior communication, interpersonal and organizational skills, and proven ability to work in a fast-paced environment while handling multiple tasks. Work on various programs with all types of Sysco Branded products that are co-manufactured and Sysco product inventory items, including chemicals, non-food, disposable, supplies/equipment and all major foodstuffs, including commodities, produce, grocery, seafood, protein, imports, dairy and cheese business categories. AREAS OF EXPERTISE Regulatory Affairs Regulatory Communications Well-versed in a number of Federal, State, and local regulations (i.e., FDA, USDA, EPA, CPSC, DOT, etc.) Packaging Approval process Nutrition and Labeling Agreements and contracts: Hold Harmless, Non-Disclosure Agreements Supervised 2 staff members Implemented vital projects within several different companies harmonizing the roll out of a single recall report Responsible for reporting on behalf of all Sysco companies to the FDA's Reportable Foods Registry (RFR) Food Additives/Allergens and Claims Trained associates on HACCP principles Analyze new regulations and summarize impacts on stakeholder and prepare and implement action plans GMP and GLP federal regulations; as well as ISO, Six Sigma and other industry Quality Standards Information Systems Database creation and administration Expert in Access, SharePoint Designer, InfoPath 2010 and 365, Excel, Word, and very familiar with MySQL, C++, and PHP. System Documentation Technology Integration Cross-Functional Technology Team Process Management and Process Improvement Identify system "pinch" points and presenting intuitive solutions Understanding of Network Security Field Support and User application training Troubleshooting/Problem Solving Streamlined forms, processes and reports to increase efficiency and preserve data integrity SAP system experience Quality Assurance Programs Developed high level analytical reports for senior management All of the QA Department's Data Management and Process Flows Developed new product formulas for industrial cleaning Established product specifications Developed performance test to compare competitor Manage QA laboratory and testing of retain samples Procurement Process \ Supplier Management \ QA Processes Vendor Partnerships/Relationships Integrated packaging procedures in processes where they had previously had been left out the RFQ process Sourcing and Category Management processes Developed Supplier scorecard Master Specification development process: RFQ, Product, Customer, Merchandising Document controls Technical Writing Performed Initial and Routine audits. Experienced in both internal and supplier audits. Sensory and analytical product evaluations Investigated Customer complaints

Professional Experience

Regulatory and Technical Services & Chemical Product Manager Technologist Oct 2010 to Current

Bickford Senior Living 1/4 Lafayette, IN

- Conduct Initial Facility Audits to approve Sysco brand chemicals and fuels by evaluating supplier competencies in tooling, equipment, facilities, production equipment, and manufacturing processes.
- Additionally, identifying weaknesses, evaluating and then implementing recommendations to improve supplier systems, products and processes, and, if needed, will provide training and facilitated changes with different departments giving support about inputs for drawing and specification corrections.
- Oversee the QA Chemical laboratory testing of Sysco brand chemical product retain samples and sent Out of Specification reports to Sysco Chemical Suppliers.
- Develop written correspondence to Federal, State, and local agency in response to all written observations made at any of the 200+ Sysco owned facility own operating and specialty companies.
- Evaluated programs in marketing, productivity, and customer support.
- Made recommendations to company executives, resulting in the implementation of specialized Recall reporting for Multi-Unit Account (MUA) reporting for Broadline operating companies and initiating the harmonization of the reporting among all specialty companies.
- Supervise 2 staff members in the Regulatory group to ensure the accuracy, and cohesiveness of the regulatory communications that were distributed by a corporately managed email account to over 4000 individuals.
- Experienced and revised Recall and Crisis Management Standard Operating Procedures for both operating companies and Sysco Corporate.
- Led and managed an average of approximately 220 market actions (Recalls/Withdrawals)/per year.
- Review, Assess, Analyze and Communicate the requirement for the Independent Audit Program (IAP), which include GFSI and GMP certifications that have been determined to at least meet Sysco's brand certifications (includes addressing any regulatory changes as well as continue to meet Sysco's standards).
- Coordinate QA RTS involvement in pertinent regulatory issues including, but not limited to Withdrawals, Recalls, Seafood HACCP, MSDS and relevant Non-Food Regulatory concerns.
- Developed internal forms, workflows, and reports to capture Quality Assurance information, including: Regulatory Visit Reports (RVRs); Reportable Foods Report (RFRs); Product Evaluations; Master Specifications; and Plant Visit Reports.
- Provide technical assistance and information to our supplier and customers concerning time-temperature loads, chemical branded products, among a variety of regulatory issues.
- Management of the third party audit program of Sysco branded suppliers.

Aug 2007 to Nov 2010

Veolia 1/4 Woonsocket, RI

- Regulatory and Technical Services & Packaging and Labeling Specialist - Quality Assurance Led a pilot in which Sysco teamed up with a corrugate provider and a Sysco brand supplier to develop new packaging specifications as well as monitored its results throughout the supply chain.
- The pilot resulted in cost savings by identifying areas for improvement in the process and improvements in the sourcing of the packaging

materials.

- Led the development of the Sysco Packaging Manual and Packaging Development Guide.
- Integrated and simplified multiple processes requiring suppliers to adhere or disclose packaging specifications in the Request for Quote (RFQ) process during the Sourcing process.
- This led to a significant decrease, approximately 40%, reduction in PDN activity due to packaging damage caused by this product.
- Monitor, review, approve, and develop Sysco brand packaging according to specifications and industry standards.
- Additionally, coordinate the reviews from Merchandising, product specialists, and third party reviewers to ensure the process was running smoothly and efficiently.
- Coordinated the workflow of the QA Specification Database and led the team in an investigation for a new resource to use to house the specifications Coordinate involvement and communications in pertinent regulatory issues, such as, withdrawals, recalls, and relevant Non-Food Regulatory functions to ensure that comprehensive information is provided to upper management and executive management of the operating companies.
- Created database integrating several different quality and safety aspects of a product to allow for the creation of a matrix to assist in Supplier Management and future contacts with the supplier.
- On Assignment contracted to.

Lab Technician Aug 2003 to Aug 2007

City , STATE

- for Sysco Non-Food Chemical Laboratory - testing retain samples, data management, prospective product testing, and formulation of Sysco Chemical cleaning products, as well as assisting with the maintenance of the Sysco Independent Audit program.
- Completed laboratory retain-sample testing on select branded products to verify their specifications against their Certificates of Analysis (COAs).
- Experienced with QA physical property techniques and test methods - Specific Gravity, pH, Viscosity, Absorbance, Light/Dark Field Microscopy, Absorbance, Percent Solids, Active and Total Alkalinity, Total Acidity, and Stability.
- Devised and updated the current Sysco Laboratory Test Methods, developed specifications for Sysco branded products, as well as devise specialized tests to determine the effectiveness of Degreasers.
- Developed the Sysco Chemical Product Database - integrating QC Specification Reports, Material Safety Data Sheets, Spanish Information Sheets, Packaging Specifications, Formulations, and Packaging Labels/Container Information.
- Knowledge of the Design for Environment (DfE) environmental program requirements and process in Chemical cleaning products.

Education and Training

M.S

Food Safety & International Food Law Certificate 8 2014 Michigan State University i¼ City , State

Completed Courses: International Food Laws and Regulations in the European Union; Foodborne Disease Epidemiology; Evolution and Ecology of Food Safety; US Food Laws and Regulations; Introduction Into Food Safety; Food Safety Research Methods; Food Safety in Latin America; and Food Safety Toxicology GPA: GPA: 3.6896 GPA: 3.6896

M.Div , Theology 8 2008 Houston Graduate School of Theology i¼ City , State GPA: Summa cum Laude GPA: 3.999 Theology Summa cum Laude GPA: 3.999

Bachelor of Science , Biology 8 2003 Florida State University i¼ City , State GPA: Magna cum Laude GPA: 3.852 Biology Magna cum Laude GPA: 3.852

CFR172.704) - March 10, 2011 - Certificate# 114570 * ANSI Certified Program. ServSafe Certification 7 2008 City , State

Certificate #6030974 * Basic Seafood HACCP Certified. AFDO Certified 12 2011 City , State

Skills

agency, Basic, Crisis Management, customer support, data management, Database, email, executive management, forms, GMP, drawing, Latin, Law, marketing, market, materials, Merchandising, Packaging, processes, quality, QA, Quality Assurance, reporting, requirement, Research, Safety, Spanish, Specification, supply chain, technical assistance, workflow, written

Additional Information

- HONORS National Hispanic Scholar (academic); Barry Goldwater Scholar (research); John Mark McCaffrey scholar (biological research); Florida State's Dean's List; Phi Kappa Phi (honor society); Omicron Delta Kappa (honor society)