

CAROLINE SYOMBUA MWENDWA

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PROFILE

A Food Scientist and Technologist with over 8 years of experience in Food safety, Production Management, Safety, Health, Environment and Quality Management. A self-motivated and pro-active team player with strong analytical and organizational skills dedicated to maintaining exceptional standards in the production and quality assurance of consumer commodities.

Key competencies

- EOSH, Quality and Food Safety Management Systems
- HACCP; Food Safety Lead Auditor
- Excellence in Supply Chain
- Laboratory monitoring and safety
- Advanced Laboratory Management
- Product / Process development
- Team work best practice implementation and process optimization.
- Supplier Development
- Project management/DMAIC process
- Customer Value Assessment
- Statistical Analysis and Interpretation of Research data
- Plant Health and Safety(NEBOSH)

PERSONAL DETAILS

Date of Birth	1988
Nationality	Kenyan
ID No.	25462820
Gender	Female
Languages	English, Kiswahili, Kamba

PROFESSIONAL EXPERIENCE

UN-World Food Programme-Food Technologist –Aug 2020-To date

Key Responsibilities

- Develop, implement and monitor procedures, standards and tools aimed at meeting WFP's food quality goals, and mitigate risks associated with food quality and safety issues;
- Ensure that food commodities procured by WFP for the Kenya CO, GCMF and other WFO Operations in Kenya meets standards set by both WFP and Kenyan regulatory authorities for cargo to be in transit and to be distributed in Kenya Operations;
- WFP managed warehouses and third-party storage facilities to establish current status and work towards implementing best practices in food safety and quality
- Capacity building of the milling facilities supported by WFP and any other suppliers to WFP in establishing a robust Food Safety and Quality Management System in meeting WFP objective of delivering safe, quality and nutritious foods to its beneficiaries.
- Facilitate linkages between relevant government agencies, private sector, and International agencies in the country that promote and build awareness on Food Safety and Quality
- Support Country Office on the food technology aspects of food assistance programs, ensuring compliance with WFP food quality and safety regulations;
- Review program monitoring data and provide assistance to Country Office on routine data to inform and modify program design
- Establish risk-based control measures to combat and reduce food commodity losses and, food quality and safety incidents.
- Support the capacity building of national and county government agencies dealing with FSQ matters
- Collate and analyze data that will contribute to the preparation of reports relating to food quality and safety, to inform risk management and mitigation plans

East African Breweries Limited-Quality Coordinator –July 2019-July 2020

Key Responsibilities:

- Develop, implement and monitor laboratory and process control procedures and standards to drive food safety and quality goals to drive end to end customer satisfaction.
- Ensure that all materials (raw and components) are analyzed to meet Diageo standards and Kenyan regulatory and legal standards
- Install tier 2 process confirmations on Quality to drive ownership, adherence and compliance to short interval controls in order to reduce/eliminate generation of non-conforming products
- Set and track daily Quality performance targets
- Lead the team in achieving analytically and organoleptically compliant in-process and final product quality.
- Training and coaching of Quality and Production Teams on implementation of Manufacturing Management System -Team work best practice.
- Champion site internal audits as per schedule, ensuring food safety committee meetings are held monthly and there is continuous review of food safety manuals to address new hazards /process changes and drive compliance to standards
- Drive customer satisfaction through implementation of robust gate controls that assure zero defects to trade.
- Embed root cause problem solving tool at the shop floor for every complaint raised, through coaching and follow through with customers for effective closure of deviations.
- Champion team-based trade visits to appreciate customer experience with our brands and help sell
- Conduct on boarding and continuous audits for suppliers to support business continuity and inject new ways of work to assure food safety and quality controls implementation as well as drive material quality improvement.
- Champion internal and external ring schemes to continuously upskill analysts capability and assure consistent accurate, repeatable results.

Key achievements

- Initiated collaborative material testing with local service providers such as Unga and East African Maltings on Aflatoxin analysis for raw materials further achieving product safety.
- Rolled out activity-based gate control process that ensures right first time at every process stage. This has significantly led to improved brand health with reduction of customer complaints from 8 in F18 to 2 in F20 YTD as well as reduction in cost of quality in terms of reworks, recalls, material non-conformity etc.

East African Breweries Limited-Spirits Quality Manager –Oct 2017-July 2019

- Drive zero harm culture within Quality team-carrying out risk assessments, reviewing and updating the Lab risk register
- Support implementation, maintenance and adherence to QMS within KBL
- Advise on appropriate isolation, handling and disposal of non-conforming products (in process and final product)
- Assess customer/ consumer complaints to ensure potential issues are determined quickly and resolved and customers /consumers given prompt feedback.
- Liaise with suppliers and UDV team in achieving and delivering high quality raw materials
- Own and drive quality improvement projects to deliver set targets
- Champion trouble shooting and process optimization to reduce cost of quality and improve throughput.
- Lead implementation of Diageo Codex standards in production of spirits
- Lead team in conducting root cause analysis to investigate deviations and develop CAPA's.
- Monitor action closure for effective close out of identified gaps

EABL-Graduate Management Trainee Quality Assurance - Apr 2014- Sept 2017

Key experience and hands-on-skills

- Responsible and accountable for the entire quality activity in raw materials analysis
- Managing a team of Quality Analysts assuring Quality of all incoming raw materials and packaging components.
- Resources planning and management within the Raw Materials and Analytical Quality team
- Responsibility and accountability for managing material quality without impacting negatively on quality, food safety, delivery and cost and building amazing relationships with Suppliers
- Growing and leading the Raw Materials and Analytical Quality team to deliver EABL objectives on Safety, Quality, Environment and Costs right first time.
- Identify training gaps among Raw Materials and Analytical Quality staff according to Diageo Capability framework; resource training to close the gaps for all staff and implement according to work blocks in Quality.
- Lead, design, and develop quality strategies and initiatives with structured priorities, project management to achieve Quality and business objectives and plans
- Driving Quality Assurance, environmental & Laboratory Management System ensuring integrity of analytical measurements to enable correct management decisions
- Leadership in driving and implementing Supplier Management programs
- Leadership in process Performance Improvement in in the entire process
- Actively supporting New Product Development
- Driving Safety as a priority and a deliverable for quality team. Enforcing safe practices in the Laboratory and the process area by carrying out risk assessment and creating safe operating Procedures.
- Enforcing reporting through the implemented reporting system all sighting of hazards and near misses noted through walkabouts and near misses by making it a deliverable measurable for my team with daily review of number raised. Reporting when safety incidences occur and carrying out of root cause analysis to determine cause of risk. Carrying out corrective action to ensure no recurrence.
- Managing the pest control activities in the lab
- Enforcing FIFO practices for of all materials stored in the main and sub stores
- Carrying out traceability tests and tracking actions for improvement of the process
- Leading daily hygiene audits and developing hygiene standards for monitoring hygiene in the warehouse
- Enforcing all requirements of DWB and other Diageo standards
- Enforcing control of non-conforming product. Thus barring non-conforming product from trade
- Quality assurance for spirits products-local and imported

- Performance improvement through leading improvement task forces for malt quality, packaging components
- Championing analytical compliance by leading the analytical work streams for quality department

Cherengani Dairy Limited

July 2013-January 2014: Head of Quality

Key experience and hands-on-skills

- Monitoring process controls and material quality
- Ensuring product compliance to regulatory and legal standards
- Working with quality team to assure quality of milk
- Training farmers on good agricultural processes to ensure good quality milk
- Liaising with other cooling plants to ensure high quality milk is delivered all the time

Bio food Products Limited-Nairobi

January 2012- To June 2013: Quality Control Supervisor

Key experience and hands-on skills in

- Milk reception, Quality analysis, processing and safe packaging of dairy products.
- Microbial analysis of raw materials and finished products to ensure conformance to standards
- Research and development of new products
- Quality assurance and environmental monitoring
- Work planning and supervising quality team to meet daily targets
- Conducting internal audits and trainings to junior staff
- Visiting milk suppliers to train them on better feeding practices to maintain consistency in quality of milk.

Key Achievements

- Researched and successfully introduced lactose free milk to the market
- Together with marketing team, we successfully changed packaging of yoghurt to match customer needs.

Smart Business Option Research Firm :Assistant Researcher from Oct -Dec 2011

Key duties and responsibilities

- Organizing data collection.
- Data coding and analysis
- Report writing and recommendation to head of research.

Key Achievement

- Introduced a system of ensuring primary data is properly profiled to reduce margin of error

East African Breweries Limited (EABL).

July 2011 – Sep 2011: Trainee

Key experience and hands-on skills in

- Quality analysis of spirits and beer
- Monitoring brewing, filtration and packaging of beer
- Quality analysis of processing water
- Quality analysis of raw materials
- Microbial analysis of beer
- Quality analysis and monitoring of effluent treatment plant (by use of SCADA system)
- Report writing and documentation of data.

New Kenya Co-operative Creameries Ltd – Lead Factory

Aug 2010 – Oct 2010 Internship

Key experience and hands-on skills in

- Milk Reception
- Milk microbiological analysis
- Monitoring Processing and Packaging of Milk
- Training junior staff on environmental safety

Arch Bishop Nzimbi School-Kitui Jan – Sep 2007 Untrained Teacher

Duties and Responsibilities

- Taught Chemistry, Biology, History
- Participated in Guiding & Counseling of students.

Key Achievement

- Improved the perception of students towards Science based subjects

EDUCATION & TRAINING

2007 – 2011 University of Nairobi, BSc Food Science and Technology, **1st Class Honours**

2002 – 2005 Moi Girls High School-Eldoret, KCSE • Mean Grade A- (minus)

Excellent computer proficiency in MS Office Applications

EDUCATIONAL ACHIEVEMENTS

Successfully Carried out Final Year Research Project that was Adjudged Excellent on ***“Interaction Between Yeast And Lactic Acid Bacteria In fermented Camel Milk”***, Feb – June 2011 (This work is currently undergoing review for publication in the Agriculture and Biology Journal of North America)

In collaboration with researchers from ETH Zurich, we carried on research on ***“characterization of lactic acid bacteria in camel milk and the inhibition of pathogens in camel milk by lactic acid bacteria”***.

Ministry of Education, Science & Technology, National Science Congress, 2nd Position Rift Valley Province Science Exhibit titled ***“Conservation of Sosian River”***

OTHER ACHIEVEMENTS

2018: Diageo CODEX standards implementation for Spirits Lead

2017: Certified Food Safety Lead Auditor

2016: Certified Excellence in Supply Chain Coach

2015: HACCP Training

2015: Lab monitoring and safety

2016: ISO 90001:2008 certification

2011: Partnership with ETH Zurich University to characterize lactic acid bacteria in camel milk

2010: Awarded a certificate of merit by the Kenya Freedom from Hunger council.

2007 Awarded a **Guinness Scholarship** by the East African Breweries Limited.

2001 Best girl student in Kitui District in K.C.P.E Exams.

SKILLS ACQUIRED

2014-2019-Team leadership to uphold company standards and drive compliance to regulatory standards. Acquired auditing skills for various standards.

2013-Chairperson Kitui Young Professionals initiative to coach and mentor the girl child

2010-2011, Class representative, **Association of Food Scientists University of Nairobi**

2009-2011, Vice Chairperson, **Kitui Youth for the Environment**.

May 2010, **Youth Agency for the Development of Science, Technology & Innovation (YADSTI)**, Enhancing Food Security & Health Using Modern Technology for Sustainable Development.

April-June 2011, **I Choose Life Africa**, HIV/AIDS Peer education Training course and Life Skills

REFEREES

1. DR. Peter Mukua

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2. Mr. Richard Gathenya

Quality Excellence Manager

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3. Mrs Vivian Mogaka

Excellence in Supply Chain Manager

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