
John Smith

Address Line 1

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TECHNICAL / ACCOUNT MANAGEMENT

◆ FMCG - Operational - Production - Quality Assurance - Innovative Solutions ◆

Possessing over 10 years experience (punctuated by own professional development) of effective hands-on management. Track record of managing accounts for major multiples and leading FMCG food manufacturing organizations across all technical functions and products within the dairy, bakery and meat divisions. Career has focused on EHO, Trading Standards, Vet and Customs, Meat and Food Hygiene, Customer Complaints, and designing / implementing strategies and quality into the workplace. Now looking to make a significant contribution within an FMCG senior appointment.

AREAS OF EXPERTISE

- Business Management / Analysis
- Production / Manufacturing
- Auditing (Certified 3rd Party)
- Marketing
- Supply Chain Management
- Operational Management
- Staff Development / Leadership
- Financial Controls / Budgeting
- Logistics and Distribution
- Reducing Costs / Negotiating
- Strategic Planning
- Health and Safety
- Compliance
- Information Technology
- Quality Assurance

PROFESSIONAL DEVELOPMENT

MBA	Options: Managing Change & International Marketing (Cardiff University)	1999
BSc. (Hons)	Food Science at the (University of Humberside and Lincolnshire, UK)	1997
Certified	BRC Party Auditor - Cert #: BRC/#####/#####	2006
Courses:	Basic Food Hygiene (Meat), Intermediate Food Hygiene. First Aider.	

PROFESSIONAL EXPERIENCE AND SIGNIFICANT ACHIEVEMENTS

TECHNICAL MANAGER

Dec 05 - Present

Company A, Cwmbran, South Wales. www.fillingsuk.com

Responsible for managing the technical personnel and on-line QC staff. Also as customer liaison officer for technical and quality issues and ensuring compliance with customer requirements and relevant legislation. Health and Safety Officer.

- Coordinated and implemented company quality policies, updated all technical information and ensured accuracy and compliance.
- Presiding over the HACCP team and ensures HACCP works in order.
- Developed a Continuous Improvement methodology within quality and efficient production of all products produced onsite.
- Established a traceability system, HACCP, and monitors microbiological results.
- Chair of the "Product Recall Team", providing various exercises and wrote the quality manual.
- Maintained the highest standards of hygiene throughout the site.

TECHNICAL MANAGER (HEALTH AND SAFETY OFFICER)

Nov 04 - May 05

Company B (Butter) Ltd.

- Managed the ISO 9001: 2000, BRC at Higher level & Soil Association Accreditation Annual Audits.
 - Constantly updated HACCP in line with operations. Ensured hygiene and food safety at the production site.
 - Developed and provided staff training programmes.
 - Dealt with customers, suppliers Regulatory Authorities, EHO, Trading Standards, Vet and Customs.
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PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS (CONTINUED)

- HACCP, BRC, ISO 9001:2000, Health and Safety, Hygiene and other industry related accreditations and legislations. Full site responsibilities including hands-on, day-to-day management of QA teams.
- Contribution to strategy formulation and forward planning as a member of the management team. Liaison with suppliers and ensuring correct solutions are delivered to budget. Researching and reviewing existing budgets and presenting more cost effective plans for infrastructure and support expenditure.
- **As a Staff Recruiter, Trainer and Developer**, recruiting and interviewing quality staff, evaluating training programmes and delivering new technical training solutions such as auditing and how to produce accurate documentation that meet the needs of the business and the people, and in accordance with BRC. Follow-up research concluded improved budgets, increased profits, and improved morale.
- **Within Production**, Meeting all SLAs: quality, cost controls, response times and provided extraordinary customer satisfaction. Designed production lines, reduced lead times whilst maintaining high standards of quality and optimised labour costs. Ensured that the customer requirements are consistent with the quotation price, delivery and specifications. Made sure drawings / specifications are available and any inconsistencies are resolved. Procured purchased raw materials, hardware and services needed within budget and achieving best value for money. Operating within a QA/QC, Kaisean, MRP, JIT, and lead manufacturing environment.

TECHNICAL MANAGER (HEALTH AND SAFETY OFFICER)

Jul 04 - Sep 04

Company C (UK).

Responsible for customer liaison for technical and quality issues - ensuring compliance with customer requirements and relevant legislation. Coordinating and implementing company quality policies, updating all technical information. Presided over the HACCP team and ensured HACCP adherence.

- Ensured efficient production of all products produced on site and good manufacturing practices were established and maintained plus accurate costing to the sales department.
- Established traceability systems, HACCP and monitored microbiological results.
- Maintained the highest standards of hygiene throughout the site.

Q.A. TEAM LEADER / MANAGER

Oct 01 - May 03

Company D.

- As Chair of the "Product Recall Team", provided various exercises and wrote the quality manual.
- Minimised the customer complaints in order to secure the major contracts, one of the customers has an annual turnover in excess of 60 million pounds.
- Increased the overall acceptance level of finished goods from 51% to 96%.
- Achieved higher levels in EFSIS and BRC in the absence of the QA Manager by re-writing the company's Quality Assurance procedures with The Group Technical Operations Manager in Bristol Catering Butchers.
- Reduced expenditure by 15%

FOOD TECHNOLOGIST

2000 - Oct 01

Company E, Bristol.

- Maintained all aspects of the laboratory, factory controls and hygiene, including internal auditing.
- Identified and solved problems in the factory regarding hygiene and quality issues.

PERSONAL

Interests and Pastimes: Science and management and business functions,
Status: Married.
Mobility: Full clean driving license.
Born: 1970.
Languages: Fluent English and Cantonese.

References available on request.