

# LI-JEN JESSICA HWANG

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## SUMMARY OF QUALIFICATIONS

*Three Years of Quality Assurance Management Experience at Federal Establishments*

*Taught Food Safety and Quality Management at the University of Surrey, UK*

*Formal Trainings in GMPs, HACCP, Internal Audit*

*Working Knowledge of GMP, HACCP, FSEP and GFSI Standards - BRC, SQF*

*Strong Planning, Problem Solving and Organisational and Documentation Skills*

*Committed to Professional Development in Food Quality Assurance*

*Proficient in Microsoft Office Tools, MS Word, Excel, and PowerPoint*

## WORK HISTORY

### **Quality Assurance / HACCP Manager**

2016-2017

Everest Wholesale Meat Ltd. (EST# 269) and Landmark Poultry Inc. (EST# 648)

7171 Torbram Rd, Unit C26-C28, Mississauga, ON, L4T 3W4

- Direct supervision and mentorship of two QA Technicians;
- Overall responsibility for all Quality Assurance matters - to develop, implement, maintain, verify on-site and annually assess all food safety and quality programs - HACCP, BRC and prerequisite programmes that are in compliance with regulatory requirements;
- Ensured HACCP system requirements were being met on a continuous basis through guidance, direction, follow-up and verify;
- Liaisons with all suppliers, customers and government agencies (CFIA);
- Collaborated with the plant operation teams, investigated the root cause of non-compliance issues, completed corrective actions and follow ups on customer complaints in a timely manner;
- Conducted scheduled internal audits and led the preparation and completion of GFSI -BRC/ Third Party food safety audits to determine necessary system improvements and implement change;
- Worked with all external service providers (Sanitation, Laundry, Pest Control, Maintenance, Calibration, Laboratory and Transport) and visitors to ensure all procedures and records are in compliance;
- Routine employee training and coaching on quality, regulatory, and food safety procedures and policies;
- Managed projects by delegating tasks, scheduling meetings, and executing corrective actions with colleagues to address customer complaints and internal areas of concerns.
- Ensured raw materials, manufacturing processes, plant environment, and finished products met approved specifications.
- Achieved BRC certificate (2017) and NSF Third Party Audit Gold Grade (2016)

### **Quality Assurance Co-ordinator**

2014-2015

Kings Mother Inc. (EST# 757)

Unit #5-145 Industrial Parkway South, Aurora, ON, L4G 3V5

- Lead QA for Chinese-style dumpling manufacturer, responsible for the preparation and implementation of the GFSI-SQF qualification process;
- Reassessed the HACCP Plan to ensure all forms and procedures were current and updated;
- HACCP Plan Administrator to verify all records met requirements of documents control;
- CFIA Liaison for routine verification;
- Conducted Environmental tests and routine GMPs monitoring;
- Assisted in updating written Standard Operating Procedures (SOP's);
- Coordinated with service providers (Laundry and Pest Control), raw materials suppliers and customers.
- Monitored food safety compliance, and identified and reported all non-conformities and any areas for improvement.
- Achieved SQF certification (2015)

**PROFESSIONAL CERTIFICATIONS**

- ASQ member of Toronto Section** **since 2017**
- BRC Internal Audit Training Certificate** 2016  
GCP Consulting- a BRC Approved Training Partner <https://gcpconsulting.ca/about/#abt-page-team>
- HACCP Certificate & GMP Certificate** 2014  
Ontario College of Technology <http://www.ocot.ca/>
- Over 60 lecture hours and two final projects with Dr Lee Yao (Food Safety Consultant of TNT Federal meat plants-www.ccofah.org)

**EDUCATION**

- Food Management, PhD**, University of Surrey ENG 2001
  - Thesis: Gap Analysis of Catering Operations in NHS Hospitals
- Hospitality & Tourism Education, MSc**, University of Surrey ENG 1996
  - Thesis: Examining impacts of Nutrition Education in the Canadian Hospitality Industry
  - Courses: Research Methods, Statistics, Teaching and Learning Theory
- Food & Nutrition Science, BSc (Hons.)**, Providence University, Taiwan 1991
  - Courses: Advanced Nutrition, Food Marketing, Hygiene, Food Production, Menu Planning

**PERSONAL INTERESTS**

Baking, Swimming, Yoga, Dog Lover

**References Available Upon Request**