

PERSONAL DATA

Name : Audrey Poo Chooi Foong
Date of birth : 07 August 1983
Gender : Female
Marital status : Married
Race : Chinese
Nationality : Malaysian
Permanent Residence : Singapore
Address : 12 Ballin Drive Centenary Height 4350 Queensland Australia.
Contact : 0498095828

PROFESSIONAL EXPERIENCE

Company : **SOCOTEC Certification International (SCI) Singapore**
Designation : **Food Safety Auditor**
Duration : January 2018 – June 2019
Job Responsibilities :

- Ensure strict compliance to the established Quality Management System for the client based on ISO22000 standards
- Ensure strict compliance to the established HACCP system for the client based on Codex Alimentarius CAC/RCP 1-1969, Rev 4 (2003) General Principles of Food Hygiene, SS590:2013 and SS 444:2010 (Singapore Standard)
- Qualified auditor for the following processing
 - 1) Processing of perishable animal products
 - 2) Processing of perishable plant products
 - 3) Processing of perishable animal and plant products (mixed products)
 - 4) Processing of ambient stable products
 - 5) Catering
 - 6) Distribution and Trading
- Work as a team with a pool of auditors on the integrated audit

Company : **ENVIROHEALTH (S) PTE LTD**
Designation : **Associate Trainer**
Duration : August 2017 –May 2019
Job Responsibilities :

- To equip participants with the knowledge and understanding on the importance of food hygiene and safety while preparing or handling food
- To train the participants based on Singapore Workforce Skills Qualifications (WSQ) guidelines and National Environment Agency (NEA) standards
- Conduct assessments (multiple choice, oral questioning and practical) on the participants to qualify them to work as work as food handlers. This is a pre-requisite in Singapore

Company : **GAP MINISTRIES TUCSON ARIZONA, USA**
Designation : **Kitchen Volunteer**
Duration : June 2015 to June 2017
Job Responsibilities :

- Handling food and ensured it meets food safety requirements by internal standard operating standard and Pima county health department consumer health & food safety (Arizona state food safety requirement)
- Participate in catering and food distribution (from kitchen preparation to distribution) for school children and ensure proper hygiene and food safety were adhered.
- Participate in annual Pima county health department consumer health & safety audit
- Ensure first expired and first out principle was followed. Did product expiry check and temperature monitoring.

Company : **AMERICAN RED CROSS TUCSON ARIZONA, USA**
Designation : **Blood Donor Ambassador**
Duration : August 2015 to June 2017
Job Responsibilities :

- Welcome and greet donors, escort as necessary and assist with initial intake and hand offs through blood donation process.
- Ensure blood donors have relevant information and that questions are answered appropriately.
- Model excellent customer service behaviors.
- Attend to donors in the Hospitality Area by ensuring that each donor is recognized for his/her contribution.

Company : **SGS INTERNATIONAL CERTIFICATION SERVICES SINGAPORE PTE LTD**
Designation : **Food Safety Auditor**
Duration : July 2013 – September 2014
Job Responsibilities :

- Ensure strict compliance on the established Quality Management System for the client based on ISO 9001, ISO 22000 and FSSC standards
- Ensure strict compliance on the established HACCP system for the client based on Codex Alimentarius CAC/RCP 1-1969, Rev 4 (2003) General Principles of Food Hygiene and SS 444:2010 (Singapore Standard)
- Qualified auditor to conduct second party audit for Intercontinental hotels group which covered Singapore and Indonesia region

- Qualified auditor to perform hygiene monitoring which covered hygiene audit, swab and food sampling for Conrad hotels
- Work as a team with a pool of auditors on the integrated audit

Company : **TUV SUD SINGAPORE PTE LTD**
Designation : **Food Safety Auditor**
Duration : November 2011 – May 2013
Job Responsibilities :

- Conduct audits in accordance to the relevant food safety standards such as Codex Alimentarius Commission CAC/RCP 1-1969, Rev 4 (2003), ISO 22000 : 2005 and other relevant standards
- Ensure timely completion of audit/surveillance and submission of audit reports
- Develop and review audit methodologies for accreditation compliance
- Develop and conduct related training courses
- Interface and provide support for other departments on the day-to-day planning, marketing, operations including new product development

Company : **7-ELEVEN SINGAPORE PTE LTD**
Designation : **Food Safety Executive**
Duration : August 2010 to October 2011
Job Responsibilities :

- Worked closely with and support suppliers on new product developments including, heating duration setting, packaging evaluation, correct usage of additive, sensory evaluation, shelf life study and other similar functions
- Key person in charge of the overall quality assurance, food safety and hygiene in more than 500 stores in Singapore
- Ensure the food safety and quality program meet all legislative requirements
- Worked and advised supplier on dairy farm internal requirements and ensure all suppliers adhere to the internal food safety and hygiene policy
- Reviewed product specification from suppliers and worked closely with suppliers which includes chemical analysis, microbiological analysis, nutrition claims, packaging review, labelling review and shelf life testing
- Undertake weekly training/briefing of area managers in hygiene and sanitation program as well as standard operating procedure
- Advised/worked with stores on food safety and food hygiene issue
- Trouble shooting on products non-conformance and process flow with suppliers and stores
- Perform supplier audits, advised/worked closely with supplier to minimise product non-conformance
- Arranged sampling of food products at store levels for chemical and microbiological testing. Reviewed results and conduct root cause analysis if there is out of specification incidents

- Advised and worked closely with learning and development department on the cleaning procedure for equipments and handling of food safely

Company : **F&N SINGAPORE PTE LTD**
Designation : **Research and Development Officer**
Duration : November 2009 to August 2010
Job Responsibilities :

- Applying scientific and engineering principles in research, product development, production technology, quality controls, packaging and processing to formulate and develop new products mainly in dairy products. For example, developing and improving dairy products for example UHT milk, pasteurised and flavored milk
- Perform sensory evaluation and shelf life tests of the product
- Conduct reformulation in existing product from conceptualization, ingredient sourcing, lab scale development to trail run and product commercialization in order to improve product and work with different equipment or process on milk product, for example: UHT (Ultra Heat treatment process), sterilizing, pasteurising and homogenising of milk.
- Supporting marketing, business units and management on the development, labeling and launching of new or reformulated product by making sure the products meet certain nutrition claim or adhere to health promotion board requirement (For example to calculate and analyse product efficacy, dosage and safety rationales and product claims development using the technical information and recipes and to ensure the nutritional information panels meet the requirement for health promotion and local regulatory.)
- Worked with marketing and cross-functional teams to ensure timely and proactive commercial delivery of dairy products in alignment with strategic vision and launch plan.
- Coordinate with supplier in raw materials (flavours, modifiers or enhancers, sweeteners, functional ingredients and stabilisers) requesting and ensure compliance to in house specification and to source for alternate supplier/source and work in cost saving

Company : **TATE AND LYLE SINGAPORE PTE LTD**
Designation : **Quality Assurance Specialist**
Duration : July 2008 to November 2009
Job Responsibilities :

- Performed Quality Tasks such as quality inspections and audits
- Undertake training of contractors & supervisors in Hygiene, Sanitation program & GMP (Good Manufacturing Practices)
- Trouble shooting on products non-conformance, process flow and perform corrective action & preventive action
- In charged in environmental monitoring; air monitoring, swabs testing & water analysis. Review data and conduct trend analysis

- Support customer audits for example Johnson & Johnson, PepsiCo, Nestle and etc and involved in Singapore food authority audit
- Monitoring pest control system which including SDS (safety data sheet) updates, pesticides control and etc
- Inspect & sanitize production line equipment prior to production startup.
- Work in cost saving and monitor the inventory for consumables items, sampling bottles and lab supplies
- Monitoring final product, review batch record to ensure within product specification and release accordingly thru SAP system
- Sampled and reviewed raw materials (including packaging materials), co-ordinate to send for chemical and microbiological testing and release the lot thru SAP system
- Work closely with QA manager in setting up microbiological lab which includes sourcing of laboratory equipment, layout planning and final product testing
- Work closely with operation in setting up new production line and work up Hazard Analysis Critical Control Point (HACCP)
- Conduct internal calibration of lab equipment & ensure that external calibration schedule is up to date
- Trouble shooting on product non-conformance, process flow and perform root cause and corrective action analysis

Company : **PIZZA HUT SINGAPORE PTE LTD**
Designation : **Quality Assurance and Research & Development Officer**
Duration : July 2006 to July 2008
Job Responsibilities :

- Performed quality tasks such as quality inspections and audits on all the outlets in Singapore
- Undertake training of restaurant managers and supervisors in hygiene and sanitation programmes
- Advised/worked with stores on food safety and food hygiene issues and implement standard operating procedure for cleaning and sanitation programmes
- Assistance to technical manager in product management functions of pizza hut. For example, performed research and development work in creating new drinks, pizza and etc
- Conducted sensory evaluation, quality evaluation (colour and texture), shelf life testing, microbiological testing, packaging evaluation and menu revamp on the products for example pizza, spaghetti, coffee, snacks and etc
- Worked with supplier and operation on the product development project: ‘coffee project’ which includes sensory evaluation of the coffee drinks, cleaning steps on the coffee machine, shelf life testing of the milk products, standard operating procedure for the different varieties of coffee drinks, temperature testing, cleaning validation and etc
- Research and analyse on market trends and existing market food products
- Worked with marketing and cross-functional teams to ensure timely and proactive commercial launch of new menu in alignment with strategic vision and launch plan
- Worked in cost saving and source for alternative products, ingredients and food packaging by doing product evaluation which includes quality, sensory and shelf life testing

- Trouble shooting on product non-conformance, process flow and perform root cause and corrective action analysis

Company : **RIVERINA CHEESE GROUP, AUSTRALIA**

Designation : **Lab Technician (Part time)**

Duration : January 2006 to June 2006

Job Responsibilities :

- Monitored daily microbiological testing result
- Responsible in performing physical and chemical laboratory testing daily on milk products
- Trouble shooting on products non-conformance, process flow and perform corrective action
- Reviewed, questioned and repeat results if suspicious results encountered

Company : **CHARLES STURT UNIVERSITY, AUSTRALIA
(CHEESE FACTORY)**

Designation : **Lab Technician (Part time)**

Duration : September 2004 to January 2006

Job Responsibilities :

- Monitored daily microbiological testing results
- Responsible in physical and chemical laboratory testing daily milk products
- Quality assurance throughout processing cheese
- Assisted in cheese production and packaging
- Standardized reagent/equipment, prepare titration solvent and test solutions when necessary

Company : **BONLAC FOOD LIMITED, AUSTRALIA**

Designation : **Lab Technician (Part time)**

Duration : September 2005 to January 2006

Job Responsibilities :

- Conducted quality testing on a variety of dairy products
- Responsible in performing physical and chemical laboratory testing daily for milk products
- Standardized reagent/equipment, prepared titration solvent and test solutions when necessary
- Recorded testing data accurately in a laboratory notebook and prepare simple summaries, charts and graphs of data

Company : **CHARLES STURT UNIVERSITY, AUSTRALIA**

Designation : **Research Assistant**

Duration : August 2006 to November 2006

Job Responsibilities :

- Responsible on a project titled ‘Cheese Making Properties of Australian Cardoon Extract.’ This work entailed the development of cheese making technologies from ultrafiltered milk using alternative coagulants and testing the eating quality of cheese thus produced
- Gained practical knowledge in wet chemistry skills and in proximate analysis of food samples
- Recorded testing data accurately in a laboratory notebook and prepare simple summaries, charts and graphs of data
- Standardized reagent/equipment, prepare titration solvent and test solutions when necessary

ACCOMPLISHMENTS

Aug 2013 to Oct 2017 SGS INTERNATIONAL CERTIFICATION SERVICES

SINGAPORE PTE LTD

SYSTEM AND SERVICES CERTIFICATION

- Successfully completed FSSC22000 version 4.1
- Awarded ACTA certificate by WDA

Nov 2011 to Jul 2013 TUV SUD PSB SINGAPORE PTE LTD

MANAGEMENT SYSTEM DEPARTMENT

- Successfully completed ISO 9001:2008 QMS auditor/lead auditor training (IRCA certified course- REG NO A17078) and ISO22000:2005 (IRCA certified course – A17307)
- Awarded certificate of achievement for safety talk
- Had been trained on understanding of non-conformance management
- Had been trained on the practical workshop on non-conformance management.

Jul 2010 to Oct 2011 7-ELEVEN SINGAPORE PTE LTD

MERCHANDISE DEPARTMENT

- Successfully completed “Advance Food Hygiene Course”
- Successfully completed “Understanding of ISO9001:2008 Requirement and Implementation”

July 2008 to Dec 2009 TATE AND LYLE SINGAPORE PTE LTD

QUALITY ASSURANCE DEPARTMENT

- Successfully completed the “Fire Safety Awareness Course, 2008”.
- Successfully completed training course entitled “Laboratory Techniques in Food Microbiology”

- Had satisfactorily achieved “Developing & Implementing a HACCP System Course”.
- Successfully completed “Sustainable Pest Management Course”
- Successfully completed “Developing Assertiveness Skills in Aspiring Professionals”.
- Had been trained in the use, limitations and maintenance of respirator.

July 2006 to 2008 PIZZA HUT SINGAPORE PTE LTD

QUALITY ASSURANCE/RESEARCH&DEVELOPMENT

- Had satisfactorily completed “YUM! Asia Franchise Seafood College training modules”, 2008
- Had attended “YUM! Asia Franchise R&D/QA technical conference”, 2008
- Awarded service award from Chief Executive Officer, Pizza Hut Singapore Pte Ltd, 2007.
- Had been selected as a judge for “Regional Champs Challenge 2007” and awarded a letter of appreciation from Director of Operations, 2007.

EDUCATION

2019-2019 Asian International College

Fundamentals Certificate in Early Childhood Care and Education

2005-2006 UNIVERSITY OF CHARLES STURT, AUSTRALIA

Bachelor of Food Science

**2003-2005 UNIVERSITY OF COLLEGE SEDAYA INTERNATIONAL (UCSI),
MALAYSIA**

Applied Science and Degree Programme

1995-2000 PULAU SEBANG SECONDARY SCHOOL (SMPS), MALAYSIA

Sijil Pelajaran Malaysia (SPM); equivalent to GCE “O” Level.

OTHER INFORMATION

Language Proficiency: English, Chinese, Malay

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