

DEBORAH CHONG

BSc Food Science & Technology Graduate

Email:
deborahchongjl@gmail.com

Phone:
0420 296 695

Location:
Parramatta, Sydney

LinkedIn:
[linkedin.com/in/deborahjialichong](https://www.linkedin.com/in/deborahjialichong)

PROFESSIONAL SUMMARY

Experienced Food Technologist with a history of collaborating effectively across interdisciplinary teams to drive successful quality enhancements. Skilled in sensory evaluation and analytical testing, I have spearheaded cost-saving initiatives, enhanced taste profiles and investigated quality-related problems. Certified in HACCP Awareness & Internal Audit, with a track record of working in FSSC22000, ISO 9001:2015, HACCP, and Halal food manufacturing environments. Demonstrated proficiency in conducting root cause analysis to resolve quality-related problems. As a quick learner, I am eager to leverage my diverse skill set and industry expertise to contribute to the success of a dynamic team.

SKILLS

Product Improvement • Product Development • Raw Material Substitution • Customer-Centric • HACCP • Internal Audit • Cost-Saving • Sensory Evaluation • Product Specification • Microsoft Office • Fast-Moving Consumer Goods (FMCG) • Strong Communication • Organisational Skill • Attention to Detail • Good Laboratory Practice (GLP) • Good Manufacturing Practice (GMP) • Root Cause Analysis • Adaptable • Food Safety • Quality Control • Multi-tasker • Microbiological Testing • Chemical Testing • Physical Testing

WORK EXPERIENCE

(Contract) Quality Analyst

Feb 2024 – Mar 2024

Lion (Tooheys), Lidcombe, New South Wales, Australia

- Collaborated within a team to efficiently collect samples at specific times and autonomously multitasked to validate the quality parameters of 125 beer cans, while promptly escalating any deviations from specifications.
- Validated cleaning and disinfection procedures by conducting ATP swab tests.
- Maintained instrument accuracy through regular cleaning and meticulous calibration procedures.
- Utilised Microsoft Excel functions and conditional formatting to input and organise data, enhancing structural organisation and enabling convenient readability.
- Maintained 5S principles that upheld cleanliness and safety in the laboratory.

(Full-time) Research & Development Executive

Feb 2023 – Oct 2023

Sri Nona Food Manufacturing (formerly known as Cocoland Industry Sdn. Bhd.), Rawang, Selangor, Malaysia

- Collaborated seamlessly with procurement, marketing, supply chain, quality assurance, and production teams, employing strong verbal and written communication to successfully enhance hard candy quality and relaunch products into the market.
- Updated and maintained product specifications for twelve hard candy products, according to chemical, physical, and microbiological data trends, ensuring compliance with quality standards.
- Updated packaging labels for hard candy products to align with the latest industry regulations.
- Analysed and interpreted data trends, effectively troubleshooting out-of-specifications, and driving improvements in hard candy quality.
- Collaborated closely with suppliers to identify suitable alternative ingredients for hard candies and develop benchtop prototypes to validate ingredient suitability.

- Performed comprehensive market research on hard candies and presented findings to the Marketing Department to discuss and identify new product developments.
- Developed an investigation into the melting point of gummies and shelf-life stability of natural-coloured gummies, providing valuable insights for informed decision-making.
- Conducted a comprehensive internal inventory audit for a chocolate manufacturing facility.

Achievements:

- Strategically reformulated a hard candy recipe, yielding a 4% increase in gross profit.
- Coordinated internal sensory evaluations for hard candy products and incorporated consumer feedback, resulting in customer satisfaction with the end product.

(Casual) Student Ambassador

Feb 2021 – Dec 2022

The University of Queensland, St Lucia, Queensland, Australia

- Performed meticulous cross-verification of personal data against system records prior to ID card printing and timely issuance of ID cards.
- Effectively addressed student queries and concerns by collaborating with broader management, and implementing appropriate escalation, triage, or crisis management procedures for prompt resolution.

Achievement:

- Proficiently handled diverse customer inquiries, resulting in a 94% customer satisfaction rate, with a consistent 4 and above out of 5 ratings.

(Voluntary) Sensory Laboratory Internship

Nov 2022

Centre for Nutrition and Food Sciences, Queensland Alliance for Agriculture and Food Innovation (QAAFI), Indooroopilly, Queensland, Australia

- Collaborated as a key member of a logistics team, efficiently preparing and delivering sensory samples in a fast-paced environment.
- Meticulously prepared and processed ingredients for food fermentation.
- Aided a doctoral research project by actively assisting with technical analytical measurements.
- Meticulously inputted raw data for sensory projective mapping.

(Part-time) Food and Beverage Attendant

Aug 2022 – Oct 2022

Jackpot Dining, West End, Queensland, Australia

- Autonomously executed comprehensive restaurant opening and closing procedures, contributing to seamless operations throughout the day.
- Diligently followed recipes to craft intricate desserts and beverages with precision.
- Recorded and maintained temperature control checks of food storage ensuring compliance to food safety.
- Managed stocktakes and orders that ensured optimum inventory levels.
- Analysed monthly customer feedback and advised upper management on business improvements.

Achievements:

- Oversaw an average of 80 daily orders from walk-ins, over-the-phone, and food delivery platforms, resulting in an average daily revenue of \$2,000.
- Conducted regular raw material inspection that resulted in a 90% reduction in food waste and upholding the restaurant food quality.

(Voluntary) Food Technology Internship

May 2022 – Aug 2022

Turban Chopsticks, Remote

- Conducted a comprehensive literature search on ingredients and manufacturing processes that enabled the design of a ready-to-drink beverage and plant-based frozen dessert.

(Casual) Student Event Crew: Summer in Queensland

Dec 2020 – Feb 2021

The University of Queensland, St Lucia, Queensland, Australia

- Facilitated a range of activities, supporting over 280 students in four areas that contributed to the university's long-term objective of strengthening and supporting the diverse community within the university.

Achievement:

- 85% of approximately 60 students were very satisfied with the Art for Wellbeing workshops.

EDUCATION

Bachelor of Science in Food Science and Technology

Feb 2020 – Jun 2022

The University of Queensland, St Lucia, Queensland, Australia

****Completed Year 2 and Year 3****

Relevant Courseworks:

- Food Microbiology I & II: Conducted various microbiological techniques, including aseptic, staining, culturing, isolation and differentiation techniques.
- Food Policy, Safety & Quality: Explored Food Safety Management System, Quality Management Systems, Problem Solving and Risk Assessments, Food Standards code (FSANZ), and Food allergens and intolerances.
- Food Product Development: Designed a vegan jerky made from beans.
- Food Structure & Sensory Science: Investigated the influence of protein content on the texture of Greek yoghurt.
- Introduction to Research in Agriculture & Food Science: Investigated the impact of pectin-based film and coats on the quality of post-harvested grapes.

Achievement:

- UQ Future Leaders: Top 5% of new graduates who have demonstrated an exceptional commitment to leadership, academic achievement, and service to the UQ community.

Bachelor of Science in Food Technology with Bio-processing

Sep 2018 – Sep 2019

University of Reading, Reading, United Kingdom

****Year 1 Credit Transfer to The University of Queensland****

Relevant Coursework:

- Introduction to Food Processing & Engineering: Manufactured and assessed quality of bread, ice cream, sausage, and spray dried coffee in a pilot plant.

Achievement:

- Course Representative: Engaged in student-staff discussions aimed at developing strategies to improve student engagement and optimise learning experiences.

EXTRA-CURRICULAR ACTIVITIES

Member

Feb 2021 – Dec 2021

UQ Social Runners Club, The University of Queensland

Achievement:

- First place in the half-marathon category at the 2021 Social Distancing Marathon Festival.

Social Director

Nov 2020 – Nov 2021

The University of Queensland Malaysian Students' Association, The University of Queensland

Achievement:

- Successfully collaborated with nine Malaysian Student Associations across Australia to raise \$9,438 in COVID-19 relief funds.

CERTIFICATIONS

HACCP Awareness & Internal Audit

Tim Cohen Consulting, Malaysia

Issued: August 2023

Food Product Labelling Course

Novavita Sdn. Bhd., Malaysia

Issued: August 2023

Food Allergen: A Practical Approach

Tim Cohen Consulting, Malaysia

Issued: March 2023

MEMBERSHIP

Australian Institute of Food Science and Technology (AIFST)

Feb 2023 - Present

Graduate Member

Continuing Professional Development (CPD): 20 points (as of March 2024)

- Mentee in the AIFST Mentoring Program

Jun 2023 – Nov 2023

A keen learner proactively seeking to improve professional skills.