

# KASSANDRA MAE M. VELASCO

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## SUMMARY

Experienced Food Technologist with 5+ years in F&B, eager to tackle dynamic challenges and apply problem-solving and communication skills to ensure seamless collaboration across teams. Has keen eye for detail, excellent time management, adaptability, and resourcefulness, ensuring the highest standards of service.

## TECHNICAL SKILLS

- Microsoft Dynamics Business Central, Microsoft Office, ZohoBooks, Dubai Municipality Portal, Kissflow business management software

## PROFESSIONAL EXPERIENCE

### **Admin and Quality Control Executive, Frio Carbonated Water Manufacturing LLC Dubai Jan - Oct 2024**

- Respond to customer inquiries/complaints regarding products, pricing, and availability quickly and resolve them effectively
- Managing phone calls, emails, and live chats with key suppliers, carriers and vendors to maintain quality of goods, timely delivery, and compliance to terms of contracts
- Participate on behalf of the company in exhibitions or conferences
- Process daily purchases, overseeing order placement and tracking, shipment management, and customer account maintenance
- Develop strategies for improving our customers' experience

### **New Product Development Coordinator**

#### **Line Quality Controller, Ahmad Tea FZ LLC Ras Al Khaimah**

**Oct 2019 - Oct 2022**

- Coordinate with team leaders and production supervisors to maintain on-line quality parameters
- Create maintain quality manuals, procedures, HACCP, ISO and other relevant documentation
- Liaise with all departments for innovative projects (new tea flavors, packaging, environmental initiatives)
- Evaluate the root cause for out-of-specification products and provide corrective actions needed
- Gather requirements for office forms and supplies, toiletries & pantry items in monthly basis.
- Train new production staff on SOPs to ensure that the standards are in-place

#### **Research and Development Assistant, Bakemasters Inc. Philippines**

**Oct 2017 - Apr 2019**

- Collaborate with cross-functional teams including R&D, marketing, and production to ensure successful implementation of new applications
- Generate regular reports for the general manager that summarize and forecast R&D activities
- Escalate critical issues in technology transfer (lab scale to large scale) to management and provide effective recommendations
- Monitor market trends and use competitively priced materials for existing products without compromising quality
- Source suppliers for raw materials and production-related services
- Organize tasting sessions and presentations for internal teams/customer visits

**Laboratory (Student) Assistant,****University of the Philippines Los Banos - Institute of Biology - Microbiology****Sep 2014 - Nov 2014**

- filing, photocopying, answering/making telephone calls
- delivering documents in and out of the office across different institutes
- preparing solutions, cleaning glassware, making media, checking safety equipment, and maintaining the chemical inventory

**EDUCATION****Bachelor of Science in Food Technology**

University of the Philippines Los Banos

- Relevant coursework in Food Science, Engineering, Chemistry, and Microbiology.

**CERTIFICATIONS****Highfield Level 3 Award in HACCP for Food Manufacturing (RQF) with Distinction****Nov 2023**

Highfield Qualifications (National Quality Training Center)

- Qualification Number 603/2231/7
- Certificate Number HAC7249944

**International Qualifications Assessment Service (Alberta Government, Canada)****July 2023**

- File Number 5480711MM
- Comparative levels of achievement in Canada

**New Zealand Qualifications Authority (Alberta Government, Canada)****Dec 2022**

- NZQA Application Number 052066
- International Qualifications Recognition = Bachelor's Degree at Level 7

**International English Language Testing System (IELTS)****Sep 2022**

- Test Report Form Number 22AE011415VELK001G
- Overall Band 7

**TRAINING / SEMINARS****Bakery Production Process (3-Day Training)****Dec 2023**

Modern Bakery, Dubai

**Milk Powder Packing Quality Assurance (3-Day Training)****Jan 2023**

Majan Food Industries LLC, Dubai

**Internal Food Safety Audit Based of ISO 22000:2018 FSMS****July 2019**

Philippine Trade Training Center, Philippines

**Awareness on Halal Certification Process****July 2019**

Philippine Trade Training Center, Philippines

**Allergen Awareness****May 2018**

Century Pacific Food, Inc. Corporate Quality Assurance, Philippines

**Food Labelling Requirements of Major Importing Countries****July 2017**

Philippine Trade Training Center, Philippines

**Packaging Design Development Process****July 2017**

Philippine Trade Training Center, Philippines