

# HYLENE KAY PASAGUE

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## PROFILE

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Proven food safety and quality assurance leader with more than 10 years of experience navigating complex operations in manufacturing and QSR logistics. Leveraged expertise in GFSI audits and standards across diverse food industries, including meat, poultry, and beverage. Seeking to apply my passion and skills to work with a high-performing FSQA team at a company highly committed to food safety.

## WORK EXPERIENCE

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|--|-----------------------------------|---------------------------|
| <b>QA Specialist<br/>(work from home, PST)</b> | <b>(Phyto-Therapy) TwoConnect</b> | <b>Feb 2022 - present</b> |
|--|-----------------------------------|---------------------------|
- Review COAs and delivery documents of all raw materials before receiving.
  - Checks all raw materials before use in production to ensure FIFO and correct formulation is followed.
  - Generates COA of finished products and ensures all results are within standard limits.
  - Assists customers, manufacturers, and warehouse facilities with GFSI audits by providing technical advice, and document reviews/audits.
- Creates manuals and databases to streamline and improve quality systems
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|--------------------------------------|---|-------------------------------|
| <b>QA Assistant Manager/ Auditor</b> | <b>Jollibee Worldwide Services Logistics (JWSL)</b> | <b>August 2015 – Feb 2022</b> |
|--------------------------------------|---|-------------------------------|
- Responsibilities as QA Assistant Manager
- Handled food safety and quality-related complaints by investigating and recommending corrective actions to prevent recurrence.
  - Performed physicochemical tests on products with reported nonconformity.
  - Collated and inspected documentary requirements, including packaging design, of export items to ensure approval at the destination country.
  - Accredited new or prospective vendors or suppliers.
  - Documented and regularly reviewed JWSL's food safety and quality assurance programs.
  - Trained stakeholders and vendors on JWSL's food safety and quality assurance programs.
  - Audited regular and seasonal suppliers using applicable food safety management systems (GAP, GMP, HACCP, FSSC, GDP).
  - Liaised with government agencies (DA-BPI, DA-NMIS, DA-BFAR, FDA, LGU) for permits and other regulatory requirements.
  - Represented QA in Project Douglas (a company-wide continual improvement program), which streamlined the process of handling nonconforming products from defect discovery to resolution.
  - Managed the QA Logistic Operations team, which handles the main JWSL DC, 18 third-party distribution centers, and 6 third-party truck companies nationwide.
- Responsibilities as Integrated Management System Lead Auditor
- Developed and managed the audit program of the JWSL Food Safety Audit team.
  - Trained current and new audit team members in quality and food safety audits.
  - Audited assigned areas or departments.
  - Followed up with auditees' evidence of corrections for the nonconformances raised.
  - Ensure timely and effective closure of nonconformances raised.

**Quality Control Analyst** | **Pepsi-Cola Products Philippines, Inc.** | **July 2014 – August 2015**

- Inspected production lines and collected samples for micro and physico-chemical tests to ensure adherence to GMP and HACCP.
- Audited raw materials and finished goods warehouses according to the requirements of PepsiCo International.
- Inspected and issued approval for food and packaging raw materials before use in manufacturing.
- Maintained a database of inspection and approval reports for access to PCPPI QAs nationwide.

**Quality Assurance Inspector** | **Century Pacific Food, Inc.** | **July 2011 – March 2014**

- Ensured Halal certifications of incoming raw materials.
- Assisted in Halal inspections of the facility.
- Monitored the critical control points of assigned area.
- Audited raw material (food and food packaging) warehouses yearly.
- Assisted in Research and Development's batch trial runs.

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**EDUCATIONAL BACKGROUND**

- **Bachelor of Science in Food Technology**, University of the Philippines – Los Baños, 2007 - 2011

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**INTERNAL AUDIT CERTIFICATION/ TRAINING**

- **ISO 9001:2015 Quality Management Internal Audit Course**, SGS Philippines, February 2018
- **EHSMS – ISO 45001 and ISO 14001 Internal Audit Course**, JFC Global Quality Management, January 2019
- **FSSC 22000 v4.1 Internal Audit Course**, JFC Global Quality Management, December 2018

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**OTHER TRAININGS ATTENDED**

- **Good Laboratory Practices**, JWSL QA Inspection Team, January 2022
- **Food Safety Compliance Officers Training**, Department of Agriculture – Bureau of Plant Industry, November 2021
- **HACCP Plans and GMP Training Course**, BSI Training Academy, January 2020
- **PAS 96:2017 Food Defense (TACCP) Guidance Training Course**. BSI Training Academy, January 2020
- **Food Fraud Prevention (VACCP)**, BSI Training Academy, January 2020
- **Food Safety System Certification 22000 v4.1 Implementation Course**, SGS Philippines, October 2018
- **Supply Chain Management 101**, Malayan Colleges Laguna, November 2016
- **Basic Sensory Evaluation Methods**, QPC Ltd., September 2016