



# JOHN PAOLO PATAGOC

LICENSED CHEMICAL TECHNICIAN

PROFESSIONAL REGULATORY COMMISSION NO. 0001557

## CONTACT

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Davao del Sur, Philippines  
8000

## EDUCATION

2010 - 2017

UNIVERSITY OF THE  
IMMACULATE CONCEPTION

- Bachelor of Science in  
Chemistry

## SKILLS & ABILITIES

- Analytical Techniques:**  
Proficient in laboratory  
methods
- Quality Management Systems:**  
Experienced in implementing  
and maintaining QMS
- Regulatory Knowledge:** In-  
depth understanding of food  
safety regulations including  
HACCP, FDA, and GMP, Halal.
- Testing Protocols:** Ability to  
develop and execute rigorous  
testing protocols to assess  
product quality.
- Sensory Evaluation:** Skilled in  
conducting sensory analysis to  
evaluate food products.

## PROFILE

Results-driven Quality Assurance Analyst with over 4 years of experience in the food industry, specializing in quality control, safety compliance, and product analysis. Proficient in implementing quality management systems (QMS) and knowledgeable in food safety regulations, including GMP, Halal, HACCP, and FDA standards. Experienced in utilizing advanced analytical techniques and sensory evaluation to ensure products meet stringent quality standards.

## WORK EXPERIENCE

### Universal Robina Corporation

JAN 2019 - JAN 2022

Quality Assurance Analyst

#### Quality Control Testing

- Conduct routine tests on raw materials, in-process samples, and finished products to ensure compliance with quality standards.
- Utilize analytical techniques to assess product composition and safety.

#### Regulatory Compliance

- Ensure that all products meet local and international food safety regulations and standards (FDA, GMP, HACCP, Halal).
- Maintain up-to-date knowledge of changes in food safety regulations and communicate these to relevant teams.

#### Documentation and Record Keeping

- Develop, maintain, and review standard operating procedures (SOPs) for quality assurance processes.
- Ensure accurate documentation of all testing and inspection activities, including non-conformances and corrective actions.
- Record results, release raw materials and finished goods, and create CoA's in SAP.

#### Quality Management Systems

- Implement and maintain quality management systems (QMS) to monitor and improve product quality.
- Participate in internal and external audits to assess compliance with QMS standards.

#### Non-Conformance Management

- Identify, investigate, and document non-conformance issues; collaborate with the production team to implement corrective actions.
- Conduct root cause analysis to prevent recurrence of quality issues.

#### Training and Education

- Train and educate production staff on quality standards, procedures, and food safety practices.
- Foster a culture of quality and safety awareness throughout the organization.

- **Defect Identification:**  
Expertise in identifying and troubleshooting quality defects.
- **Data Analysis:** Strong ability to analyze data and interpret results to inform decision-making.
- **Attention to Detail:** Keen eye for detail to ensure all quality standards are met and maintained.
- **Reporting:** Proficient in preparing comprehensive quality reports and documentation.
- **Cross-Functional Collaboration:** Ability to work effectively with production, R&D, and regulatory teams.
- **Root Cause Analysis:** Skilled in conducting root cause analysis for quality issues.
- **Teamwork:** Strong collaborative skills to work within a diverse team environment.
- **Adaptability:** Ability to adapt to changing regulations and industry standards.
- **Time Management:** Excellent organizational skills to prioritize tasks and meet deadlines.

#### Product Development Support

- Work closely with R&D and production teams to ensure new products meet quality and safety standards during the development phase.

#### Customer Interaction

- Address customer complaints related to product quality and safety, providing timely resolutions.
- Gather and analyze customer feedback to improve product offerings and quality standards.

#### Cooperation with Production Team

- Collaborate with the production team to ensure smooth implementation of quality protocols and immediate response to quality issues.
- Provide support during production runs, monitoring processes and offering guidance to maintain quality standards.
- Engage in regular communication with production personnel to promote a shared commitment to quality and safety.

#### Managing In-Line Inspectors

- Supervise and coordinate the activities of in-line inspectors to ensure adherence to quality standards during production.
- Train in-line inspectors on quality protocols and inspection techniques to enhance their effectiveness.
- Monitor the performance of in-line inspectors, providing feedback and support to maintain high-quality output.

### • **Malagos Agri-Ventures, Maker**

FEB 2018 – DEC 2018

#### **of Malagos Chocolate**

##### Quality Assurance Inspector

#### Product Inspection

- Conduct regular inspections of products during the production process to ensure compliance with established quality standards.
- Examine products for defects, inconsistencies, and adherence to specifications.

#### Sampling and Testing

- Perform routine sampling of products for laboratory testing, including physical, chemical, and microbiological analyses.
- Document and report testing results accurately for further evaluation.

#### Documentation and Record Keeping

- Maintain accurate records of inspections, test results, and any non-conformance issues.
- Document any corrective actions taken and follow up on their implementation.

#### Communication with Production Team

- Collaborate closely with production staff to address quality issues promptly and effectively.
- Provide feedback and guidance to operators to improve product quality and production efficiency.

#### Compliance with Food Safety Standards

- Ensure adherence to food safety regulations and standards (e.g., HACCP, FDA) during production.
- Conduct hygiene checks on the production environment and personnel to maintain safety standards.

## REFERENCE

### Nancy Isuga

QA Supervisor – Universal Robina Corp. CMC Davao

Phone: 09988401463

### Ana Mae Gomez

HR Officer- Malagos Agri-Ventures Corporation

Phone: 099254551288

## Concentrix (Formerly known as Convergys) Customer Service Representative for Cricket Mobile (US Based)

FEB 2015 – APR 2016

### Responding to Customer Inquiries

- Handle inbound and outbound calls professionally and efficiently.
- Answer customer questions about products, services, policies, or account details.
- Provide accurate and timely information to resolve customer concerns or inquiries.

### Problem Resolution

- Identify customer issues or concerns and provide appropriate solutions or alternatives.
- Troubleshoot and resolve product or service-related problems.
- Ensure issues are addressed in a timely manner and follow up when necessary.

### Data Entry and Documentation

- Accurately document customer interactions, including complaints, inquiries, and resolutions, in the company's customer relationship management (CRM) system.
- Update customer accounts and records as needed.

## Science Resource Center, University of the Immaculate Conception -

### Laboratory Intern

- Sample preparation
- Fine-tuned procedures to analyze organic and inorganic compound

## SEMINAR ATTENDED

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### Good Laboratory Practices (3M Health Care Academy)

- Malagos Agri-Ventures Corp, Malagos Resort Calinan Davao City, Philippines  
31 July 2018

### cGMP, SSOP and HACCP Seminar (Glenwood Technologies International Inc.)

- Malagos Agri-Ventures Corp, Malagos Resort Calinan Davao City, Philippines  
20 February 2018

### Productivity 101 and 5S of Good Housekeeping (DOLE Region XI)

- Malagos Agri-Ventures Corp, Malagos Resort Calinan Davao City, Philippines  
06 April 2018

### 3M Food Safety Seminar on Pathogens and Spoilage (3M Health Care Academy)

- Park Inn by Radisson, Davao City, Philippines  
08 June 2018

### Basic Occupational Safety and Health Training (Insafety Inc.)

- El Bajada Hotel, Bajada Davao City  
December 2-9, 2020