

Lauren M. Olson

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Work Experience

Food Science Management Trainee - Graduate Program August, 2018 to Present
Glanbia Nutritionals, Various Locations

- Cross functional training through customer service, research & development, and product strategic management departments within Glanbia to fully learn the industry from product development to sales and order management

Dairy Product Strategic Management – Graduate December, 2019 to Present
Glanbia Nutritionals, Chicago, IL

- Collaborating with R&D, sales, and marketing teams to develop the dairy proteins portfolio for functional dairy solutions and ready-to-drink beverages
- Conducting market research using Mintel to discover trends for dairy protein beverages and analyze directions for strategic growth
- Maintaining a collection of digital records including: a target customer list, competitor intel database, and co-manufacturer database

Formulation Scientist – Graduate February, 2019 to November 2019
Glanbia Nutritionals, Carlsbad, CA

- Direct work with 7 Sales managers and their customers for development of personalized micronutrient premix formulations for the nutraceutical and food industries using SpecPDM software
- Conducted new raw material evaluations for approval of use in recipes, coordinating with procurement and QA to ensure accurate and up to date documentation and following through to commercialization
- Updating raw material specifications within the formulation software system to accurately reflect organic compliance, EU compliance, and to aid scientists in better understanding of material uses

Customer Service – Graduate August, 2018 to January, 2019
Glanbia Nutritionals, Carlsbad, CA

- Handled multiple customer accounts across all ingredient portfolios, communicating with sales, supply chain, quality, and logistics to ensure customer orders were delivered on time and in full
- Coordinated distribution samples for customers in the US and South America, using SAP ERP and CRM software to enter and track orders and stock levels
- Managed all customer complaints across the Glanbia business, initiating investigations and root cause analysis, and processing credit and return details
- Worked for 2 weeks from Orsingen, Germany office to assist the customer service team while they train up new team members

Education

Oregon State University
Corvallis, OR June, 2018

Bachelor of Science in Food Science & Technology

- Minors: Business & Entrepreneurship, Food Manufacturing, and Chemistry
- IFT accredited Program
- Honors: Magna Cum Laude

University College Cork

Cork, Ireland Autumn, 2016

- Courses in Food Science and Food Business and Development

Scholarships

- \$69,500+ from Ford Family Foundation Scholarship – 1 of 100 Oregon resident recipients for 4-year full ride scholarship and leadership program
- \$2,365+ in Food Science Department Scholarships, such as outstanding student award
- \$14,000+ in State of Oregon and National Based Scholarships, including ELKS scholars and Horatio Alger Association
- All scholarships based on academic merit, overcoming adversity, and leadership potential

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Work Experience Cont.

Cheesemaker January, 2017 to June, 2018

OSU Arbuthnot Dairy Center Creamery, Corvallis, OR

- Produced artisan Cheddar, Swiss, and Provolone cheese, cleaned and maintained the pilot plant facility, and managed product sales at local events
- Lead trainer of 6 new employees and manager of an online platform for training, team communication, and shift scheduling

Undergraduate Research Assistant January, 2017 to December 2017

Dairy Processing Extension Program Laboratory, Corvallis, OR

- Project involved analyzing flavor chemistry using Gas Chromatography on low fat chocolate milk samples to determine causes of off flavors
- Prepared samples for testing, analyzed data using GCMS software, and communicated between different departments working on the project

Sensory Lab Assistant September, 2015 to March, 2017

OSU Center for Sensory & Consumer Behavior Research, Corvallis, OR

- Recruited subjects for sensory testing, evaluated applicants for matching criteria for the study, and scheduled appointment times via email communication
- Prepared and served samples and ran test procedures for sensory test days

Food Science Internships

Research and Development Intern June, 2017 to September, 2017

OFD Foods, Albany, OR

- Data collection of product parameters (temperature, viscosity, pH, bulk density) from in plant testing of their current freeze dried product line during processing to identify parameters that lead to production issues
- Assisted in product development reformulation projects with bench top cooks, freeze dryer operations, parameter testing, and clean label ingredient sourcing
- Flexible changing schedule based on plant run schedule and needs of R&D department and Technical Services

Milk Powder Technology Intern June, 2016 to August, 2016

Hilmar Cheese Company, Turlock, CA

- Coordinated communications between R&D and operations for trials leading to better standardization of Skim Milk Powder production
- Worked in the Ingredient Applications lab, recombining milk powder into UHT milk and analyzing it for protein content, moisture, color, and pH to test for improvements in finished good processing based on advancements in milk powder production
- Evaluated and calibrated new technology to measure Whey Protein Nitrogen index and reported back information for company decision to switch analysis methods

Food Science Leadership Experiences

- President and Food Chair—Food & Fermentation Science Club (OSU IFT Chapter)
- Oregon Section of IFT undergraduate representative
- Representative for OSU food science department at the Institute of Food Technologists Annual Conference 2017 & 2018
- Member of IFTSA OSU College Bowl team placing 4th in nation 2018
- Oregon Dairy Industries Annual Conference 2017 & 2018
- Social chair—Sigma Delta Omega sorority for women in science
- AWSEM Club volunteer—STEM education program for middle school girls

Relevant Skills

- SAP ERP
- SAP CRM
- Spec Page PDM
- MS Office—Excel, Word, Outlook, SharePoint
- Mintel
- HACCP Certified
- GMP knowledge
- Lean Management basics
- Laboratory skills for food testing