

Natasha Bartlett BSc PHEc CHHP

London, Ontario

Phone: 519-200-6864

e-mail: ndbartlett@me.com

NB

Qualifications Summary

- Competence with building quality systems in compliance with guidelines for multiple industries
- Experience with audits and third-party certifications; ISO, GMP, BRC, HACCP, and CFIA
- Theoretical and working knowledge of manufacturing; cosmetics, personal care, food & beverage
- Effective manager that demonstrates leadership while promoting employee independence
- Strong interpersonal & communication skills demonstrated in 10+ years of customer service

Education

Bachelor of Science, Honours Specialization in Food Science

Graduated June 2015

Western University, London, Ontario

- Tri-Council Policy Statement: Ethical Conduct for Research Involving Humans Course on Research Ethics (TCPS2: CORE); Western University; October 2014
- Courses of Study: Research Methodology, Laboratory Methods in Food Science, Nutritional Assessment, Current Issues in Food Science and Technology, Computer Science, Statistics, Analytical Methods in Food Science, Food Processing and Engineering, Global Policies and Food Safety, Sensory Evaluation of Foods, Experimental Foods & Product Development

Advanced Diploma in Science Laboratory Technology

Graduated December 2012

Fanshawe College, London, Ontario

- Graduated with a Co-op endorsed diploma
- Courses of Study: Bacteriology, Cytology, Toxicology, Molecular Biology, Instrumental Methods of Analysis, Organic Chemistry, Analytical Chemistry, Industrial Chemistry, Physics, Biochemistry, Calculus, Statistics, Quantitative Food Chemistry, & Industrial Hygiene

Certified Holistic Health Practitioner (CHHP) Diploma

Graduated April 2004

Windsong School of Healing, Campbell River, British Columbia

- Completed 850 course study hours and 200 hours of clinical practicum with certificates in: Crystal Therapy, Pranic Healing, Iridology & Nutrition, Auriculotherapy, Chinese Medical Theory, Shiatsu & Barefoot Shiatsu

Technical Experience and Qualifications Summary

- Working knowledge of ISO; HACCP; SOP; GLP; GMP; SDS; FDA, CFIA, Canada, US, & EU regulations
- Experienced with micro, physical and chemical analysis methods for assessing goods specifications
- Proficient with specialty software and systems including DBA (ERP), Coptis, ESHA, Diet Analysis+, LIMS and Adobe Suite, MS Office: Excel, Access, Powerpoint, Outlook, Visio; PC and Mac OS for data analysis, generating reports, process mapping, flow diagrams, and communication purposes

Employment History

Quality Manager

August 2018 -- November 2020

Quality Assurance Specialist

November 2017 -- July 2018

Technical Writer

November 2016 – November 2017

Bite Beauty, Kendo Brands a division of LVMH, Toronto, Ontario

- Established the QA department and built a GMP-focused QMS program for 2 separate business operations within the brand; retail operations and manufacturing
- Obtained GMP compliance following third-party audit for novel retail-manufacturing operation
- Support Regulatory Affairs and compliance internal/external in Canada, United States and EU
- Coordinated and sourced external lab testing; draft proposals, reviewed contracts and protocols for HRIPT, safety, pathogens, consumer studies, claims, composition, & labels
- Collaborated with all departments in preparation for product launches & EU market expansion; copy, artwork & packaging review; audits & inspections; pilot production; stability testing
- Product development lead for in-house ingredients; sourcing and researching processors, contractors, and suppliers; agricultural field work; regulatory, testing, and contract negotiation
- Other responsibilities: environmental health and safety (PPE, sanitation and pest control); batch release (CoA); materials reconciliation; designing training, education and consumer-facing information for staff and brand representatives, organizing and archiving samples and documentation, facility audits, equipment maintenance and calibration programs

Quality Manager

July 2016 – November 2016

Amsterdam Brewing Company, Toronto, Ontario

- Conducted sensory analysis, preventative maintenance, instrument calibration, microbiological analysis and PCR testing to ensure product quality and validate results for product approval
- Initiated a keg-specific sampling program to investigate and resolve CO2 supply issues
- Communicated test results to other departments during daily, weekly and monthly meetings
- Negotiated supplier contracts and built laboratory budget for upcoming fiscal year
- Improved cross-departmental collaboration using data collection, charting, reporting, and analysis to increase transparency from production through to sales; draft, bottles and cans
- Adapted company-wide protocol to include a batch release procedure for an at-risk product
- Company representative during a CFIA interview and audit following a product recall; conducted consumer complaint investigations and an exhaustive root cause analysis, completed an incident report and logged disposal of non-compliant product inventory

Fermentation Manager and Food Safety Coordinator

October 2015 – July 2016

Booch Organic Kombucha, London, Ontario

- Established comprehensive quality and food safety program focused on CFIA, public health and GMP standards; completed internal audits to ensure goals and guidelines achieved
- Implemented a HACCP system; authored all deviation and corrective action documentation, Critical Control Points, product specifications, data logs and Standard Operating Procedures
- Health and Safety representative; drafted policy and procedures, oriented staff to ensure legislative guidelines, codes of practice and standards met during manufacturing process
- Assisted with formulating new products, ingredient substitution, flavour development, production planning, sensory evaluation, and nutrition labelling to improve product offering
- Researched and acquired production equipment/instrumentation, instructed and supervised employees to ensure production goals and streamline processes using control charting

Research Assistant/Social Media Manager**May 2014 – May 2015***Human Environments Analysis Laboratory, Western University, London, Ontario*

- Compiled information to build databases of food producers and related businesses; reviewed raw data and resolved coding issues to ensure a successful pilot launch
- Transcribed interviews, telephoned research participants, and reported session data
- Promoted public access and knowledge of the local food economy in SW Ontario; established SmartAPPetite brand presence online; reviewed recipes, authored all social media content

Laboratory Teaching Assistant**September 2013 – April 2014***Department of Food and Nutritional Sciences, Western University, London, Ontario*

- Assisted Dr. L. Ahmadi with teaching duties by supporting lectures and labs, grading and providing feedback to advance students' analytical lab skills and theory
- Showed initiative in compiling an electronic chemical inventory and information library to improve accessibility and upkeep within the lab in compliance with Health & Safety standards
- Edited and executed experimental protocol to test newly acquired equipment and procedures for development of novel academic course

Quality Control Brewing Analytical Technician**April 2011 – May 2013***Labatt Breweries of Canada, AB InBev, London, Ontario*

- Diligently performed tests/audits and generated reports to uphold standards necessary for adherence within HACCP, government regulations and company quality compliance program
- Analyzed effluent waste, in-process & finished beer in a timely manner to aid production
- Prepared and participated in sensory panel including shelf-life, packaging, raw material testing
- Meticulously performed plant equipment maintenance, calibration and cleaning; researched manuals/literature as necessary to improve troubleshooting techniques, drafting SOPs and SPLs to improve procedures and increase general knowledge in the lab

Lab Technician**October 2010 – December 2010***Advanced Mineral Technology Laboratory, London, Ontario*

- Contract position assisting with processing/analysis of samples to meet project deadline
- Responsible for receiving, separation, and coding samples for further assay

Biohazardous Waste Management and Reception**September 2006 – January 2008***Stigmata Body Art, Guelph, Ontario*

- Completed sterilization operations for tools and surfaces; present during Public Health audits
- Keyholder responsible for shop maintenance/cleaning including inventory/stock levels
- General customer service tasks including screening clients, informing patrons regarding aftercare, setting appointments, answering phones

Assistant Buyer**February 2009 – August 2009****Retail Store Manager****August 2004 – January 2008***Shakti/Kailas Krafts, Guelph, Ontario*

- Maintained and established clientele by acquiring on-trend clothing and jewellery inventory for nation-wide distribution; retail sales, importing, shipping, receiving, filling orders and invoicing
- Supervised and scheduled employees to achieve sales targets and maintain the Shakti brand
- Personally responsible for all aspects of the business from advertising to hiring employees

Retail & Production Assistant**January 2001 – April 2001***Vintner's Cellar, St. Thomas, Ontario*

- Temporary, seasonal position assisting customers with on-premise wine production; primary and secondary fermentation, gravity readings, sanitation, filtration, packaging and labeling
- Customer service aspects included communication of legal contract for winemaking and administrative duties including setting production appointments and processing payments

Retail & Production Assistant**August 2000 – July 2003***Quai du Vin Estate Winery, Sparta, Ontario*

- Duties included vineyard maintenance, bottling, corking, labeling and packaging
- General retail sales and reception responsibilities extended to customer database maintenance, advertisement design, consumer sensory evaluation, tour guide, special event planning and staffing

Volunteer Work

Research Assistant**September 2010 – December 2010***Department of Physiology and Pharmacology, Western University, London, Ontario*

- Completed literature reviews to aid Dr. Ed Lui with research in support of the Ontario Ginseng Innovation and Research Consortium
- Assisted graduate students and lab technicians with sample collection and experimental procedures to build on the understanding of complementary medicine in Canada

Additional Training & Certificates

- Professional Home Economist (PHEc) in good standing with the Ontario Home Economics Association; 2015 to present
- Brookfield Texture Analysis Training Certificate; October 2017
- Sustainable Cosmetics Summit; May 2016 (attendee)
- WHMIS 2015 (GHS); November 2016
- Worker Health & Safety Awareness; November 2016
- Ministry of Labour: Supervisor Health & Safety Awareness in 5 Steps; May 2016
- Safe Check Advanced Food Safety Certificate (MOHLTC approved); February 2016
- Product Development Certificate (functional foods), The Original Cakerie; May 2015
- Lab Safety: Hazardous Waste; Western University; August 2013
- Biosafety; Western University; August 2013
- Safe Campus Community; Western University; July 2013
- Environmental Health & Safety Orientation; Western University; July 2013
- Accessibility for Ontarians with Disabilities Act (AODA); Western University; July 2013
- Completed Brew School with Ray Lansbergen; 2013

References Available Upon Request
