



HEENA AKRAM

| Quality Consultant | Food Technologist | Internal Auditor

Senior Food Technologist, offering over 8 years of experience in Quality Assessment, Analytical Testing and Method Development for Food, Water, FCM, Cosmetics segments in leading Testing Inspection Certification company. Targeting managerial roles with a leading organization in Dubai / Overseas.

CONTACT

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CORE COMPETENCIES

- Food Safety Regulations
- Lab Operations
- Quality Assurance Practices
- GSO, KEBS, BS EN Standards
- Product Testing and Analysis
- Documentation and Record-Keeping
- EIAC, ENAS, IAS Audits and Inspections
- Data Analysis Techniques
- Process Optimization Strategies
- Root Cause Analysis
- Gap Analysis
- Hazard Analysis
- Equipment Maintenance
- Incident Investigation & RCA in case of failure
- Data Interpretation

TECHNICAL SKILLS

- Gas Chromatography
- HPLC
- Atomic Absorption Spectroscopy (OES)
- Mass Spectroscopy
- LCMSMS
- IC
- Viscometer
- Universal Tensile Machine
- Texture Analysis
- NMR
- Mini Fermenter
- Fluidized Bed Dryer
- Ultrasonicator
- Freeze Dryer
- Halal Testing
- FCM Testing (BS EN Standards)
- SORBY /LIMS

EDUCATION

PROFILE SUMMARY

- Currently overseeing the quality control and data analysis initiatives as a Food Technologist at Bureau Veritas, Dubai, to uphold top-tier standards in the industry.
- Impressive success in directing & controlling day-to-day operations of multiple Laboratory disciplines, including staffing, quality control technical oversight, budgeting, data reporting, and compliance with regulatory requirements.
- Strong exposure in assuring that all products produced represent the maximum quality and reliability attainable through nutritional value evaluation and effective quality control inspections, tests & corrective procedures.
- Sound understanding of various Food Safety Management systems such as FDA, USFDA, GMP, HACCP, ISO/FSSC 22000 and ISO 9001: 2008.
- Exposure in conducting HALAL analysis by GC-FID for alcohol & methanol in food products, contributing to the successful compliance with regulatory standards.
- Rich experience in method development, validation, and quality management, enhancing analytical procedures and overall productivity of laboratory.
- Proficient in utilizing a wide range of analytical techniques, including Gas Chromatography, HPLC, and Mass Spectroscopy, to ensure the highest standards of quality control.
- Skilled in evaluating, developing & implementing laboratory procedures, techniques & protocols, investigating technical problems and taking corrective actions.
- Hands-on experience in dairy processing at the National Dairy Research Institute.
- Excellent communication, analytical and problem-solving skills, with the ability to interpret data and make sound decisions.

NOTABLE ACCOMPLISHMENTS

- Proven success in reducing Turn Around Time (TAT) through strategic measures.
- Instrumental in scaling up business volume through extension of lab scope.
- Devised client friendly report format for key clients.
- Implemented quality control initiatives resulting in improvement in process efficiency.
- Led training programs that enhanced the technical skills of laboratory analysts, contributing to increase in data accuracy.
- Awarded for Excellence in Quality Control practices.
- Recognized for outstanding research contribution.

PUBLICATION

- Influence of Postharvest Gamma Irradiation Treatment on the Content of Bioactive Compounds and Antioxidant Activity of Fenugreek (*Trigonella Foenum-Graceum* L.) and Spinach (*Spinacia Oleracea* L.) Leaves” Peerzada R. Hussain, Prashant Suradkar, Sadiya Javaid, Heena Akram, Sadaf Parvez; published in Innovative Food Science and Emerging Technologies (ELSEVIER)

WORK EXPERIENCE

Since Jul’2016: Bureau Veritas, Dubai, UAE as Senior Chemist

Responsibilities:

- Currently handling 2 departments: Food Contact Material Testing & Cosmetics and Halal.
- Analyzing various food, feed products, water, and cosmetic products.
- Establishing and implementing quality control procedures, policies, and standards.
- Conducting minerals & metals analysis in food, water, and cosmetics using ICP-OES.

- 2013-15: M.Tech. Food Technology from Jamia Hamdard, Delhi with CGPA 8.94
- 2009-13: B.Tech. Food Technology from Islamic University of Science & Technology with CGPA 8.27

TRAININGS ATTENDED

- Halal Testing by Dubai Municipality during 24th – 25th Sep 2018
- Online Training Program on Implementation of ISO/IEC 17025:2017 and Internal Auditing by Global Pt provider india during 27th, 28th June & 04th, 05th July 2022.
- ISO 19001 :2015 QUALITY MANAGEMENT SYSTEM INTERNAL AUDITOR COURSE FROM SGS

IT SKILLS

- Microsoft Office Suite
- Laboratory Information Mgmt. System

ACADEMIC PROJECTS

- Evaluating Pleurotus Mushroom as a Functional Food Ingredient in Oat-Based Breakfast Cereal; Six Months Dissertation during M.Tech. Food Technology
- Analyzed the Manufacturing Process of Soft Drinks and Packaged Water for Hindustan Coca Cola Beverages Pvt.; Six Months Dissertation during B.Tech. Food Technology
- Explored the Effects of Radiation Processing on Bioactive Components in Green Leafy Vegetables

SEMINAR ATTENDED

- Food and Environmental Safety Symposium conducted by Abu Dhabi Quality Conformity Council (ADQCC)
- Basics of Pharmaceutical Biotechnology

PERSONAL DETAILS

Date of Birth: 26th May 1990
 Languages Known: English, Hindi, Arabic
 Address: Gardens, Dubai, UAE
 Nationality: Indian
 Marital Status: Single
 Passport Details: N7885664
 Visa Status: Employment Visa
 Driving License: Automatic LMV

- Undertaking HALAL analysis by GC-FID, targeting alcohol and methanol in food.
- Employing LCMSMS & GCMS for the analysis of pesticide residues and toxins in food.
- Ensuring compliance with local, state, federal, and international regulations regarding food safety and quality.
- Identifying areas for process improvement and implementing changes to enhance product quality and efficiency.
- Maintaining accurate records of quality tests, inspections, and audits; preparing reports and presentations on quality metrics and performance.
- Performing root cause analysis of quality issues and implementing corrective & preventive actions; introducing value-added processes to reduce / eliminate customer complaints.
- Approving method validations and new method development in line with our client requirements and thus ensuring a smooth audit process.
- Conducting inspections at various stages (planned as well as random) to ensure safety & quality specifications are being met with.
- Controlling costs by monitoring personnel utilization, material usage rates, analyzing fluctuations in types and volumes of tests, and implementing corrective actions.
- Interacting with laboratory personnel and other stakeholders to ensure all quality requirements are addressed.

Achievements:

- Successfully handled diverse projects with expert team and faced critical audits such as DM Halal Audits, EIAC, ENAS & IAS.
- Drove initiatives to enhance process efficiency and elevate client satisfaction levels by implementing corrective and preventive measures, resulting in a significant improvement.
- Implemented a new quality control system that improved data accuracy by and reduced errors, leading to enhanced operational efficiency and client satisfaction.
- Managed projects and technical activities (Innovations, Renovation, Line Extension and /or Cost Optimized projects).
- Ensured successful OTIF implementation of innovation, renovation and VIPs (value improvement projects) activities.

Dec'2015 – June'2016: Deer Food Products, Ganderbal, India as Quality Officer

Responsibilities:

- Supported the organization to successfully acquire certifications for expanding business and to enter new markets.
- Reviewed supporting data and drafted reports to meet quality control standards.
- Drafted corrective and preventive action reports to address quality assurance issues.
- Effectively responded to client inquiries regarding laboratory capabilities and service offerings; analyzed and compiled quality control sample results for operational efficiency.
- Delivered training sessions for laboratory analysts to enhance technical competencies.
- Effectively managed non-conformance closures and implemented corrective actions for process improvement.
- Collaborated with chemists and other departments to streamline workflow.