



MUHAMMAD ZEN, S.T.P

Head QA/QC

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Head Quality Assurance & Quality Control professional with over 8 years of experience in the food and beverage industry, specializing in food safety, quality management, warehouse operations, process improvement, and pest control management. Experienced in implementing GMP, HACCP, SOP development, and international standards including ISO 9001, ISO 22000, FSSC 22000, and BRCS. Skilled in conducting internal and external audits, handling supplier quality management, monitoring pest control programs, improving operational efficiency, and leading cross-functional teams to ensure product quality and regulatory compliance. Proven track record in reducing quality complaints, minimizing material shrinkage, improving warehouse handling systems, and enhancing raw material control through data-driven and continuous improvement approaches. Certified by BNSP in Volumetric Analysis and committed to maintaining high standards in food safety, hygiene, pest prevention, and quality assurance across the supply chain.

Work Experience

1. Mei 2026 – Present || Head QA/QC || PT. Bumi Boga Laksmi | Bogor

- Lead the Quality Control & Quality Assurance system to ensure product quality from raw materials to finished goods
- Develop and implement SOPs, Work Instructions (WI), HACCP, GMP, and company quality standards
- Supervise roasting, grinding, and packaging processes in accordance with established quality parameters
- Conduct quality evaluations through cupping tests, moisture analysis, and defect analysis
- Lead internal audits including GMP, hygiene & sanitation, HACCP implementation, traceability, supplier quality, production process, and documentation audits
- Coordinate and manage external audits such as ISO 22000:2018, Halal, BPOM, and customer audits while ensuring compliance with regulatory and company standards
- Ensure effective implementation of corrective and preventive actions (CAPA) through root cause analysis and continuous improvement initiatives
- Handle customer complaints through investigation, problem-solving, and preventive action follow-up
- Manage and develop the QC/QA team while ensuring proper traceability, documentation control, and quality record maintenance

2. Februari 2025 – Mei 2026 || Senior QA/QC || Mamame Whole Foods | Bogor

- Led QA/QC team in managing incoming raw & packaging materials, production processes, and laboratory testing, ensuring finished goods consistently met quality standards.
- Reduced product/process non-conformities by implementing corrective actions and defining clear product release criteria.
- Managed quality complaints, CAPA, and QN, achieving measurable improvements in product quality.
- Trained and coached team members on testing techniques and handling non-conforming products, improving team efficiency and compliance.
- Supported internal and external audits (ISO 22000, HACCP, GMP, BRCS), contributing to zero major findings.
- Monitored product, equipment, packaging, and raw material compliance, including environmental controls (temperature/humidity) to maintain production standards.
- Developed and updated testing & inspection procedures, increasing operational consistency and reliability.

- Enforced personal hygiene and safety standards, strengthening compliance with food safety procedures.

3. Mei 2018 - Februari 2025 || QC Leader Incoming RM/LAB || PT Mayora Indah Tbk | Tangerang

- Responsible for chemical, physical, and sensory testing of raw materials.
- Managed testing results including COA, MSDS, product specifications, and Halal documentation.
- Determined acceptance or rejection of incoming raw materials based on quality standards.
- Supervised the receipt and dispatch of raw materials and coordinated QC personnel.
- Prepared NCR (Non-Conformance Reports) and CN (Corrective Notices) for raw materials that did not meet standards.
- Controlled proper storage and handling of raw materials, ensuring compliance with standards and monitoring traceability.
- Evaluated and updated quality standards and testing methods.
- Oversaw the implementation of GMP and daily 5R practices in the warehouse.

4. Nov 2017 - April 2018 || Staff QC Laboratorium || PT Tirus Putra Mandiri || Bangka Belitung

- Performed sampling of tin materials (tin ore, tin metal).
- Conducted chemical and physical analysis of raw materials and finished products.
- Determined tin purity and the content of other elements (Sn, Pb, Fe, Sb, As).

5. Mei 2017 - Oktober 2017 || Staff QC Laboratorium || PT Mukti Panel Industry || Lampung Tengah

- Conducted physical testing (density, thickness, strength) of MDF and Particle Board.
- Performed chemical testing (moisture content, pH) of adhesives.
- Conducted performance testing (bond strength, durability) of adhesives.

Education

Universitas Terbuka || Jurusan S1 Ilmu dan Teknologi Pangan || 3.19 GPA

Skills

- Leadership & decision making.
 - RM/PM Inspection
 - Team building & Teamwork
 - Customer Focus
 - ISO 22000, BRCGS, HCCP dan GMP
 - Microsoft Office, Internet dan e-mail
 - Problem solving & root cause analysis.
 - Communication & Time management
 - Auditing Internal and External
 - Production Process Control
 - Analytical Thinking
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Sertifikasi

- STR Cluster Of Volumetry Analysis (BNSP)
- Supervisor Skill In Managing Team
- Rapid ATP hygiene monitoring system using hygiene etouch operations, best practices, and hands-on workshop
- Validasi and Verifikasi Method Analisis Microbiology
- Insight On Analytical Balance

- K3 di Laboratorium Berbasis Kompetensi Berdasarkan Metode RAMP
 - Rapid Microbiology Method
 - Achievement Motivation Training (AMT)
 - ISO/IEC 17025:2017
 - Toeic Mastery Test
 - Zero Waste Food
 - Food Safety System 2000 Implementation
 - Teknologi Computer Vision Di Industri Pangan
 - Teknik Penyimpanan Bahan Kimia Yang Benar Sesuai GLP
 - Digital Transformation For Smart Laboratory
 - Practical Implementation Continuous Improvement BY QCC/GKM
 - Essential For pH Metter Measurement Calibration & TroubleShooting
 - Essential For pH Metter Measurement Calibration & Maintenance
 - Pengolahan Air Limbah Dosmetik
 - Kecakapan Bertema Class For Freshgraduate : How To Improve our Digital Skill
 - Memahami Penggunaan Microsoft Excel untuk Mengelola Pendataan,
 - Membina Kerjasama Tim dalam Industri Teknologi
 - Mastering the art of inspiring leadership communication
 - Verifikasi maintance dan interpretasi sertifikias timbangan analitik
 - Kelas pengetahuan K3 Laboratorium
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Key Achievements

- Reduced material loading at GDRM Central Warehouse (CWH).
- Minimized shrinkage of ammonium bicarbonate (baking ammonia) raw material in storage at GDRM CWH.
- Accelerated raw material unloading at CWH.
- Reduced handling risks in the Central Warehouse.
- **Implemented raw material quality control at GDRM Central Warehouse - Head**
- **Minimized potential raw material damage during handling by supervising material arrangement and spacing in the Central Warehouse - Head**
- Reduced discrepancies in laboratory analysis results between CWH and other plants.
- Eliminated quality complaints for tapioca flour raw material (reduced from 6 cases to zero) by implementing quality control at the point of raw material receipt in the Central Warehouse.
- Reduced non-conformities in imported wood materials by establishing agreements with suppliers.
- Appointed as validation QC for factory development project, responsible for validation activities and quality compliance readiness.