

Jessica Delfos

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PERSONAL STATEMENT

Professional with exceptional leadership skills and dedication. Strong strategic planning and analytical abilities to develop effective procedures and efficient solutions to address issues, improve efficiency, and reduce overall costs. Excellent communication skills to collaborate with internal managers, team members and auditors as well as maintain strong and loyal customer relationships.

PROFESSIONAL EXPERIENCE

Human Resource Business Partner | Costa Vertical Farming Guyra, NSW 2023-2024

- Attracted, retained and developed talent on a multi-site operation with 700 employees.
- Worked remote and on site to complete tasks and other job description duties.
- Assisted managers and staff to resolve performance and/or conduct issues, complaints and grievances, including the provision of coaching and advice, as well as conducting investigations of serious complaints.
- Supported employee growth and development for a diverse workforce of 40 nationalities.
- Provided support to the HR Manager to develop and deliver HR strategies, programs and projects, in addition to assisting to ensure compliance with employment legislation, policies and standards.
- Developed strategic networks with key local agencies including Employment Service Providers, RTO's and Government Service Providers.
- Proficient in MS Word, Excel, Concur, Preceda, SAP, Deputy, Phoenix, Nitea and Skytrust.
- Captured \$87,000 worth of Government claims for apprenticeships that were owed.
- Created and updated SOPs and online documents.
- Assisted with payroll, ensuring paid time off, sick leave and bonuses were paid.
- Booked all travel arrangements for staff and management.
- Completed staff inductions, training and ensured compliance with rights to work.

**Quality Supervisor | Costa Vertical Farming
Guyra, NSW 2022-2023**

- Coached a diverse team of quality officers to enable them to reach greater potential.
- Updated policies and procedures, initiated training matrix.
- Created a roster to manage overtime and provide staff with a greater level of stability.
- Aided production supervisors to encourage open communication on the production floor minimizing errors and misunderstandings.
- Managed customer complaints ensuring corrective actions were issued if needed.
- Assisted with audits, efficiently closing out CARs and updating procedures and policies.

**Quality Coordinator | Dairy-Free Down Under
Gold Coast, QLD 2021-2022**

- Rebuilt the quality system making SOPs, processes and procedures seamless.
- Trained staff on proper techniques for calibration and taught compliance with CCPs.
- Enlisted a chemical distributor to facilitate with updated sanitation procedures.
- Created specifications for current and new product development.
- Held weekly toolbox talks with staff covering WHS and GMP.
- Completed environmental swabbing schedule and organized lab and pick-up.
- Ensured compliance with Halal, Yum! Brands, HACCP and SQF.

**Quality Manager | Coastal Hydroponics
Gold Coast, QLD 2018-2021**

- Implemented QM systems and developed a strong quality culture amongst diverse staff.
- Interviewed staff, completed site inductions and all necessary training to ensure they had a firm understanding of the role's description.
- Kept records of all staff, checking their VEVO and compliance to work in the country.
- Trained staff on Good Manufacturing Practices, WHS and site hygiene.
- Completed verification activities to ensure quality system was working effectively and product was meeting the finished product specifications.
- Ensured compliance with SQF, CFMSR, HACCP, SEDEX and HARPS.
- Supported supervisors by listening to their feedback on staff and production issues then actively resolving the problems.
- Carried out internal audits, raised corrective actions and managed procedures.
- Utilization of iAuditor for quality checks and internal audits.

**Quality Officer | Pacific Blue Pty Ltd.
Woolgoolga, NSW 2016-2017**

- Assessed factory work environment to ensure high level of safety.
- Completed internal audits and daily checks against food safety and quality.
- Ensured compliance with DPI, SQF, HACCP and HARPS.
- Evaluated audit findings and incorporate appropriate changes.
- Maintained a trusting relationship with all growers.

EDUCATION

Bachelor of Science in Communications
University of North Florida, Jacksonville, Florida

CERTIFICATES

CPR, First Aid, HACCP, Internal Auditing

REFERENCES

Furnished upon request.