
Thaila Riden

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SKILLS

- Able to lift 30lbs
- Conversational French
- Microsoft Office, Google's G-suite

EXPERIENCE

Beau's All Natural Brewing Company Ltd., Vankleek Hill- *Organic Compliance Officer and QA/QC Technician*

January 2013 - November 2017

- Provided a support role as a QA/QC technician involving lab sample collection and analysis, auditing of production SOPs, data entry and report writing.
- Updated, developed and catalogued SOPs, SDS, plant and flow diagrams, and pest control documents to maintain the breweries organic documentation
- Handled the application process for ingredients, recipes and labelling approvals through Pro-Cert for the organic certification of each product being sold
- Spearheaded several sustainability projects at the brewery, including the development of an industry sustainability resource portal (Provision Coalition), and lately the Brewery's wastewater treatment system to adhere to the Beau's commitment to operating sustainably
- Helped Beau's with the application process for becoming a B-Corp, helping strengthen its status as a business for good
- Represented Beau's on the Directors Board of Sustain Ontario, providing a voice for the brewing sector
- Sat on the Organic Council of Ontario's panel discussing Organic Certification and Policy at Bring Food Home 2017 conference, providing perspective from an organic brewery on the impact of Private Member's Bill 153 on the organic sector in Ontario

Beau's All Natural Brewing Company Ltd., Vankleek Hill - *Delivery Driver*

June 2009 - December 2012

- Prioritized and ordered delivery route and invoices for maximum efficiency
- Coordinated with Sales and Production departments
- Acted as a liaison for Sales

Magmic Games, Ottawa- *Quality Assurance Technician*

August 2008 - June 2009

- Carried out test plans for games in development and the deployment of games
- Executed and reported on test plans
- Tracked and managed issues logged in the company's error tracking system
- Worked in conjunction with Development, Platform, Release, and Support teams

Primus, Ottawa- *Internet Support Technician*

September 2007 - August 2008

- Created individualized troubleshooting methods per customer knowledge to resolve TCP/IP connectivity issues over varying operating systems and applications

The Grand Barn, Vankleek Hill - *Events Coordinator/ Host*

May 1988 - October 2015

- Responsible for customer satisfaction on resort grounds including hosting, and serving meals
- Acquired front desk experience when dealing with company phone line and customer service
- In charge of grounds maintenance including building repair, electrical, plumbing, and landscaping

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- Organized resort events and activities

EDUCATION

Carleton University, Ottawa - *Law B.A*

September 2001 - May 2004

- Dean's Honour List 2001

Carleton University, Ottawa - *Integrated Science Honours B.Sc*

September 2001 - May 2005

- Earned concurrently as a double major with B.A in Law