

# Thaila Riden

## **Vankleek Hill- Organic Compliance Officer**

Vankleek Hill, ON  
[thaila.riden@gmail.com](mailto:thaila.riden@gmail.com)  
(613) 306-3453

## Work Experience

---

### **Vankleek Hill- Organic Compliance Officer**

Beau's All Natural Brewing Company Ltd  
January 2013 to 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.

- Oversaw Beau's All Natural Brewing Co's adherence to all necessary documentation, traceability and approval protocols in order to maintain its status as a Certified Organic Brewery.
- Updated, developed and catalogued SOPs, SDS, plant and flow diagrams, and pest control documents
- Handled the application process for ingredients, recipes and labelling approvals through Pro-Cert for the organic certification of each product being sold
- Verification of traceability measures, including Lot # tracking through the production process, and conducting Mock Recalls through SAP/ERP
- Audited checklist usage pertinent to maintaining organic practices
- Maintained a product repository for sampling and testing as needed
- Since April 2013, managed several sustainability projects at the brewery, including the development of an industry sustainability resource portal (liasing with the Guelph Food and Technology Centre and 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

### **Quality Assurance Technician**

Magmic Games - Ottawa, ON  
August 2008 to 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

### **Internet Support Technician**

Primus - Ottawa, ON

September 2007 to August 2008

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

### **Technical Support Agent**

Convergys Inc

August 2006 to September 2007

Provide technical support for AOL & Road Runner Cable Internet clients.

- Solve Email, Browser, Modem & Internet problems.

## Education

---

### **B.Sc**

Carleton University - Ottawa, ON

September 2001 to May 2005

### **B.A in Law**

Carleton University - Ottawa, ON

September 2001 to May 2004

## Skills

---

EMPLOYEE RESOURCE GROUP (4 years), ENTERPRISE RESOURCE PLANNING (4 years), ERP (4 years), SAP (4 years), MICROSOFT OFFICE (10+ years)

## Additional Information

---

### SKILLS

- Experience with SAP/ERP
- Conversational French, Fluent English
- Microsoft Office