

**Name:**

Rachel Monaco

Country:

Canada

Company:

Tielman North America Ltd.

Job Title:

Office Manager

What is your current role?

I am the office manager of Tielman North America Ltd., a baking cups manufacturer in Toronto, Canada.

Why did you join the BRCGS Professional Programme?

I heard about the program through a training course I took via BRCGS academy. My instructor informed me that I should look into the BRCGS Professional Programme because I was interested in pursuing further courses with her training facility and gaining a deeper understanding of the standard. I am also a huge proponent of continuing education and wanted something to work toward!

What value do you personally feel the BRCGS Professional certification brings to you?

I think the certification is an excellent showcase of the efforts I have put forth so far and a commitment to continual improvement/education via the BRCGS Professional Progress Programme. It shows my understanding of the standard and eagerness to grow that competency further.

How has/will the recognition programme impacted your work?

Our team is relatively small, which means most QA or BRCGS related training for any other employees is conducted by me. Having the BRCGS Professional designation is an additional assurance of trainer competency. The continual improvement aspect ensures that I will work to take further training, attend seminars, conventions, and so on; all of which will make me a better QA resource for my team.

How did you get to your current role?

I actually pursued Human Resources during my educational career, and I had a post-graduate placement at a parchment paper company (who is one of Tielman's customers). During my time there, my placement supervisor received a call from Tielman looking for an administrator for areas such as Human Resources, but who could also work on getting the facility BRCGS certified in the Packaging standard. I came on board with Tielman, worked with a consultant to develop our BRCGS program, got our certification, and the rest is history! I have worn many different hats at Tielman, but Quality was one of the initial focuses of my position and it remains that way to this day.

What is your educational background?

Surprisingly, not related to Quality Assurance at all! I did a 4-year Bachelor of Arts undergraduate program (double major in Sociology and Religious Studies) and then a 1-year postgraduate certificate in Human Resources. Since onboarding with Tielman 5 years ago, I have worked with external consultants and taken training courses to deepen my understanding of the world of Quality Assurance.

What are your career ambitions/aims?

I have been fortunate enough to develop and expand my career in the years I have been at Tielman, starting as a Human Resources & Quality Assurance Administrator and working my way to Office Manager. I hope to be with Tielman for many more years and continue to adapt to new roles as they see fit for me. I have been very fortunate to work in an environment where I can try my hand at various departments and rise to meet goals as we grow together as an organization.