

# James Henderson



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Raleigh, NC 27599

## Objective: Health & Safety Manager

### Quality Systems | Documentation | Lead Auditor

Directed food safety and health & safety programs.

Improved health and safety (OSHA) programs using detailed documentation and training. Applied internal auditing to improve quality systems, receiving AA+ scores in the last five BRC audits (highest rating). Conducted problem-solving activities to retain customers.

### MANAGEMENT SNAPSHOTS



OSHA upturn via documents- training

BRC audit lead-AA+ rating -5 years

Problem solving customer retention

## KEY SKILLS

Documentation & Risk Analysis • Problem Solving & Root Cause Analysis • Internal Auditing & Process Improvement  
OSHA Regulations & Compliance • HAZCOM & Emergency Action Plan (EAP) • PPE & PIT Safety • Staff Mgmt. & Mentoring  
Lockout/Tagout & Slips, Trips and Falls • Hazardous Waste & Wastewater Compliance • HACCP/SSOP & GMP Monitoring

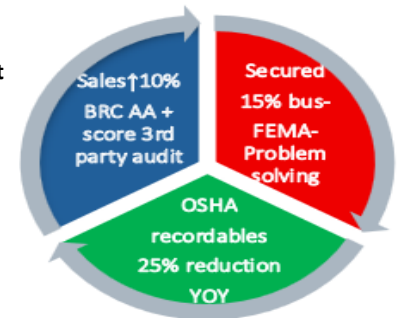
*Job Analysis Committee Member who developed the ANSI-approved [Food Protection and Industrial Safety Certification Exam](#)*

*His problem-solving and critical issue identification skills are an asset to any organization. Bob Jones, QA Manager, Delta Airlines*

## CAREER PERFORMANCE HIGHLIGHTS

- Lifted business sales **by 10%** by leading successful BRC certification activities, including obtaining the highest score AA+ over the last 5 years.
- Guided problem-solving activities that secured the continued business of two major customers (**15% of business**), using FMEA and hurdle principles.
- Lowered OSHA recordables by 20% in 2022, with a **25% reduction year-over-year** since then. Reduced slip, trip, and fall injuries by 50% due to effective audits and follow-up.

QA Cycle of  
Continuous  
Improvement



## PROFESSIONAL EXPERIENCE

Wholesale Foods LLC, Raleigh, NC

2019-Present

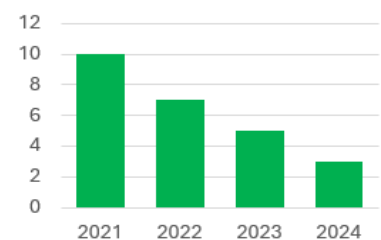
*Wholesale meat provider serving Fortune 500 food companies*

### Quality Director

Led the quality department in developing a quality management program and handling USDA inspections. Directed nine quality technicians, with five internal auditors. Wrote documents covering food safety and OSHA requirements. Redesigned the OSHA program to address gaps and submitted the yearly 300A. Conducted incident investigations, reporting, and root-cause analysis.

- Delivered since starting the reduction in **OSHA recordables** due to audit/training programs. In Y21 12-10, more than a 25% reduction YOY since then, 7-Y22, 5-Y23, 3-Y24. A company of our size/industry averages 20-25 recordables.
- Increased BRC audit to AA+ score (highest) as a lead audit representative by applying internal audits/process improvement. Boosting sales by 10%.
- Used creative problem-solving to secure two major customers (15% of business), using FMEA and hurdle principles.

### Osha Recordables



James Henderson

School Commissaries Inc., Birmingham, AL

2014-2019

*Leading school meal service firm serving the Birmingham area*

### **District USDA Compliance Coordinator**

Handled daily USDA inspection and food safety issues. Steered food safety/HACCP program for a kitchen serving 20K to 40K meals daily for school children. Organized new hire HACCP/Safety training.

- **75% reduction** in slip, trip, and fall injuries due to comprehensive safety audits and training. During my tenure.
- Directed 15 external audits of off-site commissaries, with one of them receiving a 100% score on a state audit.
- Reduced held inventory by \$545K for the 15-16 fiscal year as a member of a cross-functional team.



*I was always in awe of your knowledge of process improvement.* Linda Simon, SCI Operations Manager

Delta Air Lines Food Service, Atlanta, GA

2009-2014

*Leading American airline with a strong presence in domestic and European flights*

### **Quality Auditor, Analyst**

Assisted staff in selecting and hiring new auditors. Supervised up to 30 auditors in the manager's absence. Reported and compiled monthly quality metrics. Created work instructions that helped management train staff and improve productivity.

- Hired to implement a corporate quality program based on ISO principles, supporting the QA manager.
- Slashed flight attendant comment penalties by \$2,500 a month as an improvement team member.
- Conducted 2nd-party audits for bakery and seafood suppliers.

## **PROJECTS**

Impact Food Safety and Safety Training, New York, NY

*Leading food and industrial safety training firm offering ANSI-approved training for online and in-person groups*

### **Job Analysis Committee Member**

2020-2024

Selected to be part of a committee that designed, set the grading, and created food safety and industrial safety tests.

- Constructed question stems, job analysis, and rewrote unclear passages, and analyzed question complexity level.
- **Won ANSI approval** for the Food Protection and Industrial Safety Certification Exams.

## **ADDITIONAL EXPERIENCE**

**ISO Coordinator, Birmingham Industrial, Birmingham, AL**

(Staff coordinator handling all aspects of an ISO program for an industrial machinery firm)

## **EDUCATION & CERTIFICATIONS**

Bachelor of Science, University of North Carolina, Chapel Hill, NC

HACCP Certified under the International HACCP Alliance

Practical Internal Audit Training

OSHA Safety and Health Fundamentals Certificate #NR3007

Occupational Health & Safety Technician (OHST) #DX007

ANSI-RAB accredited lead auditor certificate #30097

Bilingual English-Spanish