

Denise A. Hughes

Education/Courses July 2000 PrimusLabs.com Boise, Idaho
▪ **Affiliated Auditor Training**

1995 - 1996 Pierce Community College
Woodland Hills, CA

Agriculture/Business

- General requirement classes
- Agriculture classes in farm management and soils
- Specialized program to complete majors in two years

1991 Chaffey Community College
Alta Loma, CA

Business Writing/Computer Classes

- Written business communication
- Introduction to computers and Word Perfect program

1974 - 1979 California State University, Chico
Chico, CA

Education/Business

- General requirement classes and upper graduate classes towards majors

Professional Experience

1996 - present Idaho State Department of Agriculture
Caldwell, Idaho

District Manager

- Develop schedules and work plans. Select and train staff and evaluate performance. Mediate grade interpretations and product quality disputes between shippers, growers and district staff. Recommend and monitor resource allocations. Review processing contracts and maintain security on inspection certificates to prevent fraud and illegal shipments. Provide input into department procedures, rules and regulations. Recommend contract inspection station upgrades in equipment, fixtures and methods. Conduct on-site check of inspection activities to assure consistency and accuracy of grade interpretation and procedure. Ensure employees adhere to department rules and regulations. Review and approve inspection certificates. Conduct inspections and issue USDA phytosanitary certificates for product export. Provide technical on-the-job training to district staff. Contact growers and shippers to ascertain harvest volume and potential crop condition and problems. Collect on overdue inspection invoices. Develop correspondence and district reports. Attend industry meetings to provide information on inspection process and grading procedures, standards and requirements. Explain Federal and State inspection instructions, rules and regulations to gain industry cooperation and achieves voluntary compliance of grading standards and quarantine requirements. Verify fairness and consistency in applying inspection standards, procedures

and requirements.

1991 - 1996 United States Department of Agriculture,
Los Angeles, California

Assistant Officer in Charge/Training Officer

- Instructed new and less experienced personnel in inspection policies and procedures to verify compliance with applicant or buyer specifications.
- Analyzed training needs and developed training materials.
- Recorded daily activities on appropriate departmental forms and computer software.
- Reviewed workplace safety and conducted safety training.

1987 - 1991 United States Department of Agriculture,
Burlingame, California

Agriculture Commodity Grader

- Inspected fresh fruit and vegetable commodities at receiving market to verify applicant or buyer specifications.
- Maintained complete and up-to-date paperwork and files.

Seminars/Courses

1998 - Partners In Quality Auditing Program - Audit of inspection program at applicant packing facility to verify compliance with USDA specifications.

1997 - Coaching Skills Certificate - Ability to use 'partnership' communication to involve others to work towards a common goal.

1993 - Management and Supervisory Skill Certificate - Basic supervisory practices to ensure that management knows how to reach employees to lead them toward a common goal.

1992 - Training the Trainer Certificate - 40 hours of in-depth communication training and learning how to prepare speeches and presentations.

Additional Professional Activities

Licensed by USDA/APHIS (Animal and Plant Health Inspection Service) to conduct and issue phytosanitary inspection and certificates.

USDA Collaborator – authorized for inspection of interstate/intrastate shipments of fruits and vegetables.

Conduct monthly field supervisory audit based reviews that identify conformance or areas of non-conformance to program requirements on each licensed inspector.

Professional Memberships

Idaho Process Potato Committee

Languages

English

French - speak (limited) and read

Spanish - speak (limited)

References

Leroy Dondero, California Department of Food and Agriculture, 8338 N. West Lane, Suite 101, Stockton, CA 95210

Fred Nishi, F.H. Nishi Farms, P.O. Box 70, Linden, CA 95236

Robin Chilton, USDA - Agriculture Marketing Service, P.O. Box 4266,
Burlingame, CA 94011