

# CSCMP Faculty Member

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Agnes Feliciano, Former VP Product  
Supply Kraft Foods

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Agnes is a Supply Chain professional with 30 years of experience in the Consumer Packaged Goods Industry. Most recently, she was VP of Supply Chain Shared Services, Customer Service & Logistics at Kraft Foods, where she retired after 25 years working across Kraft's entire business portfolio in various functional and leadership roles. With a degree in Food Technology from the University of the Philippines, she started her career with Nabisco as a Microbiologist and quickly progressed into several management positions in Quality, Plant Operations, Methods and Applications, Product Supply (Forecasting, Inventory Management, Production and Capacity Planning, Materials Management, Product Change Management), Customer Service and Customer Supply Chain Management.

Throughout her career, Feliciano led transformational projects and initiatives both at Kraft and Nabisco, ranging from business process redesign, implementation of supply chain systems, divestitures, mergers and acquisitions and the design and evolution of Kraft's supply chain organization.

Feliciano is the recipient of several performance excellence recognitions at Kraft, most notably, the first Sales and Customer Logistics Lifetime Customer Service Achievement Award.