

OLIVIA BENNETT

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Leadership-Driven QA Manager Driving Operational Excellence

QA manager with over 10 years of experience leading QA teams and implementing enterprise-wide QA strategies. Skilled in team leadership, compliance, and process optimization to achieve measurable quality improvements. Proven ability to reduce defect rates by 50% and improve team productivity by 30%.

Professional Experience

QA Manager, PrimeTech Systems, Chicago, IL | June 2018 to present

- Managed a team of 15 QA professionals, increasing productivity by 30% through training and process refinement
- Implemented a new QA framework, reducing defect rates by 50% across multiple projects
- Ensured regulatory compliance, achieving ISO 9001 certification within two years

Senior QA Specialist, InnovateSoft Inc., Milwaukee, WI | May 2014 to May 2018

- Supervised QA processes for software releases, achieving a 95% defect-free rate
- Introduced automated testing tools, cutting testing cycle times by 25%
- Trained junior QA staff, enhancing team expertise and efficiency

Key Skills

- Team leadership
- Enterprise QA strategies
- Process optimization
- Compliance management
- Defect tracking

Education

Master of Business Administration (MBA) | 2014
University of Chicago, Chicago, IL