



JAMES ANDERSON

Transforming Quality Assurance Strategies to Drive Operational Excellence

A results-driven QA manager with over 10 years of experience in implementing QMS, leading cross-functional teams, and improving operational efficiency. Expert in ISO 9001 and Six Sigma methodologies with a proven track record of reducing defects by 40% and increasing productivity by 25%. Adept at training and mentoring staff, managing audits, and fostering a culture of continuous improvement.

CONTACT



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LinkedIn | Portfolio



Chicago, IL 12345

CERTIFICATIONS

- Six Sigma Black Belt, ASQ | Completed 2017
- Certified Manager of Quality/Organizational Excellence (CMQ/OE), ASQ | Completed 2018
- ISO 9001:2015 Lead Auditor Certification, Exemplar Global | Completed 2020

Professional Experience

QUALITY ASSURANCE MANAGER | PINNACLE TECHNOLOGIES, CHICAGO, IL
APRIL 2016 TO PRESENT

- Spearheaded the implementation of an enterprise-wide QMS, reducing defect rates by 40% within two years
- Conducted quarterly audits and addressed compliance gaps, ensuring 100% success in ISO 9001 certification audits for five consecutive years
- Mentored and trained a team of 12 quality analysts, increasing productivity by 25% and fostering professional growth
- Collaborated with product teams to develop quality metrics and key performance indicators (KPIs), driving performance improvements across three product lines

SENIOR QUALITY ASSURANCE SPECIALIST | NEXTGEN SOLUTIONS, MILWAUKEE, WI
JUNE 2014 TO MARCH 2016

- Led process improvement initiatives that streamlined operations, reducing cycle times by 15%
- Conducted root cause analyses to resolve recurring quality issues, saving the company \$500,000 in rework costs over three years
- Developed and implemented testing protocols for new product lines, achieving 98% compliance with quality standards
- Guided junior staff on quality processes, enhancing their skill sets and adherence to best practices

Education

- Master of Business Administration (MBA)
UNIVERSITY OF CHICAGO, Chicago, IL | 2016
- Bachelor of Science (B.S.) Quality Management
UNIVERSITY OF WISCONSIN, Madison, WI | 2014