



EMMA COLLINS

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PROFILE

A dynamic QA specialist with six years of experience in the technology sector. Proven track record of implementing QA policies, conducting audits, and mentoring staff to improve product quality by up to 30%.

KEY SKILLS

- Audit inspections
- Compliance with ISO 9001 standards
- Data analysis
- Process improvement
- Quality management systems (QMS)
- Risk management
- Software testing
- Statistical reporting

PROFESSIONAL EXPERIENCE

Quality Assurance Specialist

TechVision Systems, Atlanta, GA | January 2021 to present

- Designed and implemented a company-wide QA framework, reducing product defects by 25% within one year
- Conducted quarterly audits, identifying and resolving over 20 compliance gaps, ensuring adherence to ISO 9001 standards
- Trained and mentored eight junior quality analysts, enhancing team efficiency by 35%
- Streamlined quality reporting processes, cutting data review time by 15%

Quality Assurance Analyst

InnovateCorp, San Jose, CA | June 2018 to December 2020

- Improved software product reliability by 30% through advanced testing methodologies and defect-tracking systems
- Developed automated testing scripts that decreased manual testing effort by 20%
- Audited quality processes and implemented corrective actions, ensuring compliance with regulatory standards
- Collaborated with cross-functional teams to implement a new QMS, increasing operational efficiency by 18%

EDUCATION

Master of Science (M.S.) Quality Assurance

Eastern Michigan University, Ypsilanti, MI | 2018

Bachelor of Science (B.S.) Quality Assurance

California State University, Dominguez Hills, Carson, CA | 2016

CERTIFICATIONS

- Certified Software Quality Analyst (CSQA), QAI Global Institute | 2020
- Certified Associate in Project Management (CAPM), Project Management Institute | 2019
- Certified Quality Improvement Associate (CQIA), American Society for Quality | 2018