

Anna Rivera

Data entry quality assurance analyst with six years of experience improving accuracy and compliance. Skilled in audit design, KPI tracking, and corrective action plans. Achieved a sustained 99.8% accuracy rate.

EDUCATION



Bachelor of Science in
Information Technology

Arizona State University
Tempe, AZ | May 2011

KEY SKILLS



- Quality auditing
- KPI tracking
- Corrective action
- Compliance
- Data verification

PROFESSIONAL EXPERIENCE



Data Entry Specialist | Precision Data, Phoenix, AZ
June 2011 – March 2015

- Entered and verified 3,000+ records weekly with 98% accuracy
- Assisted in initial QA audits for new data workflows

Data Entry Quality Assurance Analyst | DataGuard Inc., Phoenix, AZ
April 2015 – Present

- Lead QA audits for a team of eight, ensuring 99.8% overall accuracy
- Develop corrective action plans for error reduction, lowering rework by 50%
- Report on KPI trends to senior management monthly