

# Marcus Dean

## Quality assurance specialist

### Quality assurance expert ensuring product and process consistency

Quality assurance specialist with 10 years of experience across automotive and industrial manufacturing. Adept in CAPA, process audits, and continuous improvement methodologies. Strong ability to analyze production data and lead root cause initiatives.

## CONTACT

 (555) 879-3344

 email@example.com

 LinkedIn | Portfolio

 Charlotte, NC 28202

## KEY SKILLS

- CAPA
- Continuous improvement
- Internal audits
- ISO 9001
- Lean principles
- PPAP documentation
- Risk management

## EDUCATION

Bachelor of Science (B.S.) in  
Manufacturing Engineering  
North Carolina A&T State  
University, Greensboro, NC |  
May 2013

## PROFESSIONAL EXPERIENCE

QUALITY ASSURANCE SPECIALIST | IRONMARK INDUSTRIES, CHARLOTTE, NC  
JUNE 2018 – PRESENT

- Improved audit scores by 20% through implementing new process validation systems
- Lead root cause investigations for customer complaints and internal non-conformances
- Support APQP deliverables for new product launches

PROCESS AUDITOR | METALCORE INC., WINSTON-SALEM, NC  
MAY 2013 – JUNE 2018

- Conducted over 300 process audits across multiple facilities
- Identified training gaps and reduced defect trends by 15%
- Partnered with production teams to implement visual inspection protocols