



JAMES CLARK

Senior Quality Assurance Coordinator

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PROFESSIONAL SUMMARY

Accomplished Senior Quality Assurance Coordinator with 7 years of experience in driving quality enhancement initiatives and regulatory compliance. Expert in developing and executing testing protocols that ensure product reliability and safety. Proven track record of leading cross-functional teams to foster a culture of continuous improvement and excellence in quality assurance.

WORK EXPERIENCE

Senior Quality Assurance Coordinator

Maple Leaf Consulting

📅 Apr / 2020 - Ongoing

📍 Toronto, ON

1. Managed comprehensive utilization review processes, improving workflow efficiency and compliance with regulatory standards.
2. Served as the primary liaison for quality of care issues, effectively addressing customer complaints and enhancing service delivery.
3. Created robust documentation processes for complaint management, facilitating transparent reporting to senior leadership and health authorities.
4. Developed and implemented quality control protocols for dental consultant reviews, ensuring high standards in service delivery.
5. Optimized operational systems to enhance productivity and ensure compliance with state and federal quality assurance regulations.
6. Coordinated the development and dissemination of Utilization Review Guidelines, ensuring clarity and compliance across all departments.
7. Maintained meticulous documentation for quality assurance processes, ensuring readiness for audits and regulatory reviews.

Quality Assurance Coordinator

Crescent Moon Design

📅 Apr / 2018 - Apr / 2020

📍 Portland, OR

1. Monitored dietary supplement products for compliance with FDA regulations and internal specifications.
2. Authored detailed product specifications and standard operating procedures, ensuring clarity and compliance.
3. Conducted audits and root cause analyses for quality issues, implementing corrective actions to address findings.
4. Collaborated with cross-functional teams to enhance product development and quality assurance processes.

EDUCATION

Bachelor of Science in Quality Assurance

University of Quality Management

📅 Apr / 2016 - Apr / 2018

📍 Toronto, ON

Focused on quality assurance principles, regulatory compliance, and process improvement methodologies.

SKILLS

Regulatory Compliance



Software Testing



Defect Tracking



Test Case Design



Agile Methodologies



INTERESTS

🎨 Art

🤝 Volunteering

🌲 Hiking

🧘 Yoga

STRENGTHS

🔍 Criticality

☰ Detail-oriented

🤝 Diplomacy

😊 Enthusiasm

LANGUAGES



English



Dutch



Polish

ACHIEVEMENTS

- ★ Implemented a quality management system that reduced product defects by 30%, enhancing customer satisfaction.
- ★ Led a team in achieving ISO certification, resulting in improved operational efficiency and compliance.