Robert Smith

Quality Assurance Representative III

CONTACT DETAILS

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PERSONAL STATEMENT

Highly qualified Quality Assurance Representative with experience in the industry. Enjoy creative problem solving and getting exposure on multiple projects, and I would excel in the collaborative environment on which your company prides itself.

WORK EXPERIENCE

Quality Assurance Representative III

ABC Corporation - July 2004 – April 2013

Responsibilities:

- Managed and supervised maintenance processes and work for center personnel.
- Formed plans for daily work center and maintenance tasks to meet production and schedule requirements.
- Trained and developed personnel to ensure personal and professional progression.
- Managed and monitored multiple maintenance and safety programs, ensuring proper adherence to policies, procedures, and orders.
- Incorporated Operational Risk Management during planning, supervision, training, and execution of assigned duties.
- Performed duties and responsibilities as a multisystem Quality Assurance Representative, conducting final inspections on engines, drive systems, hydraulic systems, and other flight-critical components.
- Performed daily preflight and post-flight inspections as an MV-22 Plane Captain.

Quality Assurance Representative

ABC Corporation - 1999 – 2004

Responsibilities:

- Meet set goal of monitored calls per day.
- Monitor and advise via reports the performance to upper management.
- Promote as well as ensure set targets and standards are being met by CSRs.
- Advice on changes required including implementation training, tools or techniques.
- Establish Quality Assurance standards of service for customers or clients.
- Define quality procedures in conjunction with supervisors and staff.
- Ascertain that procedures are properly understood and carried out..

Education

- (Jellico High School - Jellico, TN)

SKILLS

Aircraft Technician, Quality Assurance, Inspection, Automotive/Equipment Mechanic, Customer Service, Customer Service/Food Service, Management.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference – 1 (Company Name)
Reference – 2 (Company Name)

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