Robert Smith

Quality Control Manager

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SUMMARY

Seeking a position in which I may utilize my abilities to help myself as well as the company I am employed by.

SKILLS

Quality Control Manager, Customer Service.

WORK EXPERIENCE

Quality Control Manager

ABC Corporation - August 2010 – September 2015

- Responsible for all aspects of quality control, including order accuracy, returns paperwork compliance, employee training for order entry, packaging, palletizing and warehouse cleanliness.
- Oversee double checker process, assign duties and review work for accuracy and conformance to policies/procedures.
- Review picking results, delivery accuracy and customer satisfaction.
- Generate monthly quality and productivity performance reports.
- Document and update procedures as required; create and maintain Excel worksheets, Word documents; perform special projects, including data entry, research and filing.
- Interview applicants and make hiring recommendations to management.
- Conduct and/or coordinate training/cross-training of personnel; assist with procedures standardization to improve employee efficiency.

Quality Control Manager

ABC Corporation - 2006 – 2010

- Established and controlled the standards specified by the company, and made sure the guidelines were met.
- Additionally implemented communication strategies to identify and improve the quality of services of incoming and outgoing calls.
- Tasks also included developing and maintaining reports of improvements on quality and customer service.
- Education Skills Used Gather information systematically to establish facts & principles.
- Problem solving.
- Determination to get things done.
- Make things happen & constantly looking for better ways of doing things..

EDUCATION

Quality Control Certification

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