

Jessica Claire

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PROFESSIONAL SUMMARY

Well-Regarded Quality Control Profession skilled in developing protocols to positively impact manufacturing quality. Practiced at completing exhaustive tests of incoming materials, components and finished products. Proven experience within Citrus Industry performing direct hands-on work in QA and QC functions with strong familiarity of general practices.

SKILLS

- Quality Control Processes & Verification
- Regulatory Compliance & Corrective Action
- Active Listening & Customer Service
- Pressure Performer & Problem Resolution
- MS Office: Word, Excel, Email, iPhone, & Skype
- Decision making & Critical Thinking
- Commitment & Good Character
- Relationship Development & Teamwork
- Report writing & documentation

WORK HISTORY

QUALITY CONTROL INSPECTOR

01/2016 to 03/2020

Party City | Bloomington, IN

- Evaluate product's and packed cartons to ensure compliance with county, state, federal, client, and company specifications
- Monitor grade changes, per company requests, and generate QC report's detailing quality of product, relevant observations and defect percentage
- Communicate with grade supervisor and manager about quality issues, such as products that are out of grade & issues that need to be resolved to bring products in line with requirements
- Performed maintenance and calibration of testing equipment
- Assess department operations adherence to GMP's, Workplace Health and Safety Codes to meet Industry Standards

AGRICULTURAL AND STANDARDS INSPECTOR AIDE

12/2013 to 03/2020

Mori | Boston, MA

- Conduct field surveys and inspection's in areas applicable to Agricultural Commissioner/ Sealer's Department. Including fruit, pest and disease control, pesticide safety, quality control of packaged commodities
- Prepare maps, route books for conducting survey and detection work
- Conduct studies on annual crop statistics and participate in statistical sampling surveys
- Prepare reports and correspondence
- With attention to detail: Maintain records and files
- Resolved conflicts and negotiated mutually beneficial agreement between parties
- Increased customer satisfaction by following protocol in cutting a sample of each packed size of citrus, to ascertain the amount of freeze damaged sections are within county guidelines

QUALITY ASSURANCE LABORATORY TECHNICIAN

10/2012 to 05/2013

Sherwin-Williams | Columbus, GA

- Complete analytical tests per specification: Citric acid, brix, ratio, flavor, and color on all in-bound and out-bound tankers, and batches
- Pre-operational and in process audits being aware of CCP's, and documentation required. Reporting any Food Safety violation's to supervisor, this includes taking Hygiene swabs
- Responsible for CCP#3 (Tanker Inspection) review of documentation and secondary check on compliance with JPA Guidelines
- Input all data into CitROS /Sage with speed and accuracy

QUALITY CONTROL TECHNICIAN

12/2002 to 03/2010

Visalia Citrus Packing Group | City, STATE

- Performed a thorough inspection of incoming product's to verify quality, size structure, major defects & estimate percent green fruit in the load. Documenting observations and sampling results into the Harvest QC Report, this reduced inaccuracies and provided management with a powerful decision making tool
- Determine product compliance by selecting a representative sample using appropriate standards from the county, state, federal, client, and company guidelines
- Halted production line in case of major non-compliance of specifications, standards or quality discovered during inspection process
- Conducted investigations into questionable test results
- Coordinated between grade supervisor, manager, and shipping department; providing Korean and Australian Export Program updates and review our plan of action for the up-coming week
- Audit operation's adherence to GMP's, Workplace Health & Safety Regulations to meet industry standards, and fully align with operational goals
- Analyze inventory using FIFO system to increase shelf life and improve sales. Order re-pack's when necessary
- Completed supporting documentation files for programs, including QC forms, equipment logbooks and export programs rules and regulations
- Performed maintenance and calibration on testing equipment
- Identified and secured relationships with key buyers, boosting annual revenue more than 600K
- Quickly became a trusted assistant to the packing house manager & field department, which earned a reputation for maintaining a positive attitude and producing high quality work
- Commended for expertly managing the Korean and Australian Export Programs
- Placed a call to the grower, inviting them to come watch their fruit being processed. This was wildly accepted and increased to inform grower retention

EDUCATION

Associate of Science | Science-Based

1985

College of the Sequoias, Visalia, CA

- Dean's List
- Received Woodlake Lions & Lady Lions Scholarships