

— QC/QA TECHNICIAN —

Qualified and experienced QC/QA Technician with exemplary track record of success in diverse and varied industries.

Excellent computer and interpersonal communication skills. Encompassing key values of integrity, honesty, appreciation, and teamwork in addition, to leadership, organizational and customer service. Interacts well with individuals from diverse cultures and all professional levels.

QUALIFICATIONS SUMMARY

- Developed, applied, revised, and maintained quality standards for receiving, in-process, and final inspection in accordance with company and contractual requirements.
- Capable of writing inspection procedures.
- Reviews and evaluates in-process rejections and implemented corrective action as needed.
- Recognized expert in reading, interpreting, and applying technical data; and reviewing and evaluating operational and procedural systems.
- Excellent experience in providing leadership and training, directing daily activities of large, technical teams in order to excel and achieve mission objectives.

CORE COMPETENCIES

✓ Strategic Planning	✓ Data Entry	✓ Property Accountability
✓ Performance Metrics	✓ Critical Problem-Solver	✓ Supply Management
✓ Information/Data	✓ ISO Compliance	✓ Quality Assurance/Control
✓ Employee Management	✓ Project Management	✓ Process Reengineering
✓ Oral/Written Communication	✓ Audits/Assessments	✓ Technical Documentation
✓ Information Technology	✓ Record Keeping	✓ Performance Monitoring
✓ Time & Workflow Management	✓ Facility Management	✓ Personnel Deployment

EXPERIENCE

QUALITY ASSURANCE TECHNICIAN, PROCTER & GAMBLE GREENSBORO, NC

APRIL 2013 – MARCH 2017

- Performs inspection of various operations activities.

DEXTER NORWOOD

QC/QA INSPECTOR

- Generates reports of conditions found during inspection activities, notifies operations and Quality Assurance/Quality Control management of significant problems, and completes documentation necessary to attest to satisfactory completion of inspection or test activities.
- Knowledge of ISO 9001 quality management systems.
- Responsible for conducting the magnetic particle and penetrant testing of parts and initiating and processing non-conformance reports.
- Accomplishes quality assurance human resource objectives by recruiting, selecting, orienting, training, assigning, scheduling, coaching, counseling, and disciplining employees; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures.
- Achieves quality assurance operational objectives by contributing information and analysis to strategic plans and reviews; preparing and completing action plans; implementing production, productivity, quality, and customer-service standards; identifying and resolving problems; completing audits; determining system improvements; implementing change.
- Performs in-coming inspection of materials – RM, packing components, finished product, and stability samples according to the current method, USP/NF with supervision.
- Performs routine maintenance on lab equipment as needed.
- Perform algebraic calculations to quantify test results.
- Perform instrumental analysis using UV/Vis, FTIR, Dissolution; simple analyses using HPLC, GC, and wet chemistry tests on pharmaceutical samples, using LIMS where required
- Analyze data and identify trends and notify Lab Management of any OOS or OOT results.
- Meets quality assurance financial objectives by estimating requirements; preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.
- Proficient in SAP software, release of bulk and packed product samples.
- Proficient in SDS PAGE.
- Works effectively with others to achieve individual, team and organizational goals.

SPECIMEN ACCESSIONER, LABCORP BURLINGTON, NC

AUGUST 2012 – APRIL 2013

- Prepares laboratory specimens for designated departments/locations prior to laboratory analysis and testing.
- Unpacks specimens from branches or ports and routes specimens by type to various staging areas.
- Prepares all specimens received for testing in designated laboratory departments or locations such as staging of specimens, centrifuge, separate serum, and blood smears. Aliquots sample for departments.
- Prepares excess specimen samples for storage and resolves and document problem specimens.

SPECIMEN PROCESSOR, SOLSTAS LAB PARTNER GREENSBORO, NC

JUNE 2011 – AUGUST 2012

- Completes appropriate routing, handling, and processing of various medical specimens by: properly verifying samples to laboratory requisitions, verifying the correct sample(s) were

DEXTER NORWOOD

QC/QA INSPECTOR

received for the test(s) ordered, and documenting date and time specimen is received and/or any specimen discrepancies upon receipt of sample.

- Manually process and/or load patient samples and controls onto automated instruments for specimen processing.
- Responsible for centrifuging samples and storing them at the correct temperature as dictated by accepted specimen requirement and handling procedures.
- Pull archived samples for add-on or repeat testing.
- Prepare, label, and store stock and work reagents.
- Perform data entry into the computer system.
- Perform courier runs to outside draw stations, clients, or other locations as deemed necessary.

INTERN, WAKE FOREST BAPTIST MEDICAL CENTER WINSTON-SALEM

DECEMBER 2010 – MAY 2011

- Taking medical histories and recording vital signs, explaining treatment procedures to patients, preparing patients for examination, and assisting the physician during the examination.
- Instructed cardiac & pulmonary exercise classes and provided home exercise programs for discharged patients.
- Arrange examining-room instruments and equipment, purchase and maintain supplies and equipment, and keep waiting and examining rooms neat and clean.

EDUCATION

North Carolina Agricultural and Technical State University- Bachelor of Science

REFERENCES AVAILABLE UPON REQUEST