

# Jessica Crenshaw

## Quality Inspector

Jasper, GA - Email me on Indeed: [indeed.com/r/Jessica-Crenshaw/7807136e7c58468b](https://www.indeed.com/r/Jessica-Crenshaw/7807136e7c58468b)

To obtain a position in quality assurance where I can utilize my skills, abilities, and work experience to improve the company's operation.

Authorized to work in the US for any employer

### WORK EXPERIENCE

#### Quality Inspector

Piolax USA - Canton, GA - April 2015 to May 2016

Observed the continuous operation of automatic injection molding machines to ensure that products met Company specifications (color, fit, form, and function etc.)

#### Quality Coordinator

Preferred Machine Works, Inc - Ball Ground, GA - February 2013 to April 2015

Responsible for maintaining Quality Manual and all controlled procedures & forms. Lead auditor for performing all internal audits. Helped develop training program for current employees and new hires.

#### Computer Technician

Happy Gadgets - Jasper, GA - October 2013 to September 2014

Assisted the operations department with new system setup and programming, performed in-house training for our technicians, and on-site customer end user training.

#### Assistant Store Manager

GameStop - Ellijay, GA - November 2008 to October 2012

Managed and trained a staff of up to 12 employees at GameStop #2680, certifying that all store policies and practices, corporate procedures, and governmental regulations are adhered to by all associates.

### SKILLS

Microsoft Office (5 years), Adobe Acrobat (3 years), Gimp (2 years), Autodesk TrueView (4 years)

### CERTIFICATIONS/LICENSES

#### Six Sigma Greenbelt

#### Quality Auditor Certificate

#### CETG Apprentice

August 2016

### ADDITIONAL INFORMATION

Areas of Expertise

Quality Control

Customer Service

Trouble-Shooting

End-User Training

Team Building

Inventory Management

Computer Skills

Operating Systems

Microsoft Windows (All Versions), Mac Os X, Linux (Ubuntu, Red Hat, Suse, Arch)

Office Software

Adobe Acrobat, Microsoft Office, Autodesk TrueView, Gimp

Scripting Languages

Batch, Bash, HTTP, Python

Quality Assurance

Certified to perform Quality Audits for: [...] 21CFR PT.820 Code of Federal Regulations

Client Awards

GameStop: "Excellence in Customer Service"

Award in 2011

GameStop: Consistently rated over 94% satisfaction in annual customer receipt surveys (2008 - 2011)

GameStop: "Top Shrink Control" Award in 2009

Skill Summary

- Read and interpret part drawing, data, manuals and other materials to determine specifications, inspection and setting procedures, adjustment and certification methods, formulas and measuring instruments required.
- Proven ability to solve customer issues and think independently
- Motivated self-starter; Quickly assimilate new skills, concepts.
- Excellent written and verbal communication skills; Strong communicator.
- Extremely reliable, considerate, and organized

Select Accomplishments

- Overhauled Preferred Machine Work's Quality program to integrate ISO-9001 and FDA Regulation 21 CFR-820; Maintained Non-Conformance Reports and the Corrective and Preventative Action system.
- Managed effective inventory control and loss prevention practices at GameStop; obtained lowest shrink numbers in the South Region of 146 stores in 2009, ending the year with a -.0013.
- Recognized for precision and attention to detail in all tasks and for consistently delivering excellent customer service.