Jane Gilbert

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Dedicated Quality Assurance Specialist with over 7 years of experience in the automotive industry, seeking to leverage extensive background in product quality improvement, team leadership, and process optimization in a challenging new role. Fluent in English, Spanish, and Mandarin, offering the ability to effectively communicate and collaborate with diverse international teams.

# Professional Experience:

## Quality Assurance Manager @ BMW Australia, Sydney, January 2018 – Present

* Spearheaded a team of 10 QA analysts to monitor, evaluate, and enhance product quality, achieving a 30% reduction in customer complaints over two years.
* Developed and implemented a comprehensive quality management system, leading to a 15% improvement in production efficiency and a 20% reduction in waste.
* Collaborated with R&D and production teams to integrate quality control measures in the early stages of product development, significantly reducing time-to-market by 25%.
* Conducted regular training sessions for staff on quality standards and compliance, resulting in a 40% increase in staff quality awareness and performance.

## Quality Assurance Analyst @ Auto Melbourne, Melbourne, June 2015 – December 2017

* Conducted detailed product inspections and audits, identifying and addressing over 200 critical quality issues before products reached the market.
* Played a key role in the development and implementation of a defect tracking system that improved defect resolution times by 50%.
* Assisted in the creation and maintenance of QA documentation, including test plans, test cases, and quality manuals.
* Provided multilingual support to the international QA team, facilitating effective communication and collaboration across different regions.

# Education:

Bachelor of Science in Mechanical Engineering, Melbourne University, September 2010 – May 2014

# Skills:

* Expertise in quality assurance methodologies and tools (Six Sigma, Lean Manufacturing)
* Proficient in statistical analysis and data interpretation
* Strong leadership and team management abilities
* Excellent problem-solving and critical thinking skills
* Fluent in English, Spanish, and Mandarin
* Advanced knowledge of automotive industry standards (ISO/TS 16949, ISO 9001)
* Proficient in Microsoft Office Suite and QA software (e.g., Minitab, Quality Center)

# Certifications:

* Certified Quality Engineer (CQE) – American Society for Quality
* Lean Six Sigma Green Belt

# Languages:

* English (Fluent)
* Spanish (Fluent)
* Mandarin (Fluent)

References available upon request.