1. Partnered with management to create, develop and implement quality initiatives, resulting in [Result].
2. Compiled and distributed weekly feedback to team leaders and managers to improve service time and quality while increasing productivity.
3. Administered [Number] internal surveys and tabulated results to increase visibility.
4. Led [Number] [Type] process improvement projects to help operations meet and exceed quality standards and reduce costs.
5. Monitored inbound and outbound calls made by [Number] employees to provide constructive feedback.
6. Performed root cause analysis through [Action] and [Action].
7. Developed and maintained quality assurance procedure documentation.
8. Developed [Number] test scripts utilizing comprehensive business requirements, functional documentation and processes.
9. Collaborated with management to provide training on improved processes and assist with creation and maintenance of quality training.
10. Crafted training materials and ran on-boarding sessions to train [Number] incoming team members.
11. Completed deviation forms and recorded findings of inspection process, collaborating with quality team members and department managers to implement procedural remedies.
12. Used [Software] to create presentations, flowcharts and graphs to prepare for various meetings.
13. Participated in weekly meetings with IT department.
14. Created and revised procedures, checklists and job aids to reduce error disputes by [Number]%.
15. Provided regular updates to team leadership on quality metrics, communicating consistency problems or production deficiencies with quality and production leadership.
16. Implemented test scripts and recorded results.
17. Consulted literature to investigate software malfunctions.
18. Served as information systems liaison with vendors, information services and end-users, making recommendations for optimization of systems and safeguarding overall data integrity.
19. Developed monthly, end-of-quarter and other statistical reports, including analysis for leadership team and for quality improvement program outcomes studies.
20. Created and collaborated in implementation and maintenance of customer complaint log, control plans, work and inspection instructions, local procedures and visual aids and samples.