

Michael Thompson

Senior Quality Assurance Manager

Dubai, United Arab Emirates

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Professional Summary

Experienced Senior Quality Assurance Manager with over 9 years of expertise in quality management, strategic decision-making, and operational excellence within a major multinational corporation. Proven ability to lead quality initiatives, drive process improvements, and ensure compliance with industry standards. Adept at managing teams and projects to enhance organizational effectiveness and quality performance.

Professional Experience

Senior Quality Assurance Manager

GlobalTech Industries

1234 Innovation Drive, Suite 567

Dubai, United Arab Emirates

PO Box 9876

Tel: +971-4-123-4567

June 2015 – Present

Reporting to: Emily Johnson, Director of Quality Assurance

- **Strategic Leadership and Decision-Making:**
 - Led the development and implementation of quality management systems across multiple departments, resulting in a 20% improvement in product quality and a 15% reduction in defect rates.
 - Directed cross-functional teams to address and resolve complex quality issues, ensuring adherence to industry standards and customer requirements.
 - Implemented and optimized quality control procedures, including root cause analysis and corrective action plans, to enhance operational efficiency and compliance.
- **Quality Management and Compliance:**
 - Established and enforced quality policies and procedures in line with ISO 9001 and other relevant standards, ensuring consistent product quality and regulatory compliance.
 - Conducted regular audits and inspections to assess compliance and performance, leading to a successful ISO 9001 recertification with zero non-conformities.
- **Team Leadership and Development:**
 - Managed a team of quality engineers and inspectors, providing training and mentorship to enhance their skills and performance.
 - Developed and executed quality improvement projects, including Six Sigma initiatives, contributing to a 25% increase in process efficiency.

Quality Assurance Engineer

GlobalTech Industries

1234 Innovation Drive, Suite 567

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June 2013 – May 2015

Reporting to: Michael Harris, Quality Assurance Manager

- **Quality Control and Improvement:**
 - Conducted quality assessments and inspections of incoming materials and finished products, identifying and addressing quality issues proactively.
 - Collaborated with engineering and production teams to develop and implement quality control measures and improve product reliability.
- **Compliance and Documentation:**
 - Maintained detailed documentation of quality processes, inspections, and compliance activities, supporting successful audits and certifications.
 - Assisted in the development of quality training programs and materials to ensure team adherence to quality standards.

Quality Assurance Specialist

TechSolutions Inc.

5678 Technology Park, Building 9

Dubai, United Arab Emirates

PO Box 5432

Tel: +971-4-678-9101

June 2011 – May 2013

Reporting to: Laura Green, Quality Assurance Supervisor

- **Product Testing and Analysis:**
 - Performed comprehensive testing and analysis of new products and processes to ensure they met quality standards and customer specifications.
 - Implemented testing protocols and data collection methods to monitor product performance and identify areas for improvement.
- **Reporting and Documentation:**
 - Prepared detailed reports on quality performance, including trends and root cause analysis, to support management decision-making.
 - Assisted in the development of quality improvement strategies and initiatives based on data-driven insights.

Education

Bachelor of Science in Industrial Engineering

University of Engineering and Technology

Dubai, United Arab Emirates

Graduated: 2007 - 2011

Training

- **Certified Manager of Quality/Organizational Excellence (CMQ/OE) Training**
3FOLD Training FZE
Jun 2, 2024 to Jun 30, 2024

Key Skills

- **Strategic Decision-Making:** Expertise in making high-impact decisions to drive quality and operational improvements.
- **Quality Management Systems:** Advanced knowledge and implementation of ISO 9001 and other quality standards.
- **Process Improvement:** Proficient in using Six Sigma methodologies and root cause analysis to enhance quality and efficiency.
- **Team Leadership:** Experienced in managing and developing quality assurance teams.
- **Regulatory Compliance:** Skilled in maintaining compliance with industry regulations and standards.

Professional Affiliations

- Member, American Society for Quality (ASQ)
- Member, International Quality Federation (IQF)

Languages

- English (Fluent)
- Arabic (Proficient)
- [Other Languages, if applicable]

References

Available upon request.

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