# JOHN SMITH

Sr. QA/QC

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johnsmith@example.com



London, UK



### SUMMARY

Highly skilled in Quality Control and Quality Assurance with 13 years of experience in the construction industry. Proven track record of leading, designing, implementing, and achieving project management goals. Expertise in PQP, MOS, ITP, procedures, and O&M with engagement of people for quality. Passionate about enhancing quality processes and driving continuous improvement. Seeking a challenging opportunity at a leading company in the QA/QC system to make a significant impact.

### **EDUCATION**

### **University of Manchester**

Bachelor of Engineering in Civil Engineering September 2003 – June 2006

### SKILLS

- Expertise with Microsoft Office applications
- Strong interpersonal and problem-solving skills
- · Excellent communication skills
- · Project management
- Project planning
- · Technical writing
- · QA testing
- Management
- · Problem-solving
- Communication
- Leadership
- Teamwork
- Time management

### **CERTIFICATIONS**

- · Certified Quality Auditor (CQA)
- Certified Six Sigma Black Belt (CSSBB)
- Certified Six Sigma Green Belt (CSSGB)
- ISO 9001:2015 Lead Auditor
- Certified Quality Engineer (CQE)
- Project Management Professional (PMP)
- Construction Quality Management (CQM)
- Lean Construction Certification
- Occupational Health and Safety Certification (e.g., NEBOSH, OSHA)
- Certified Welding Inspector (CWI)
- Non-Destructive Testing (NDT) Certifications (e.g., ASNT Level II/III)
- Building Information Modeling (BIM) Certification

# PROFESSIONAL EXPERIENCE

### Position: Sr. QA/QC

ABC Construction Ltd (January 2018 – Present)

Address: 123 Construction Lane, London, UK, PO Box 1001

Telephone: +44 20 7123 4567

Supervisor: Jane Doe, Quality Director

Roles and Responsibilities:

- Quality Assurance (QA):
  - Developing and implementing QA policies, ensuring compliance with industry regulations and company standards.
  - Identifying opportunities for process improvements, enhancing efficiency, reducing costs, and improving product quality.
  - Planning, scheduling, and conducting quality audits to ensure compliance with established quality standards.
  - Training and mentoring staff on quality assurance processes, standards, and best practices.
- Quality Control (QC):
  - Overseeing the inspection and testing of materials, products, and processes to ensure they meet quality standards.
  - Managing non-conformances, implementing corrective and preventive actions to address root causes.
  - Analyzing quality data to identify trends and areas for improvement, preparing detailed reports for management review.
- · Decision-Making Roles:
  - Participating in strategic planning sessions to align quality objectives with organizational goals.
  - Allocating resources, including personnel, equipment, and budget, to ensure effective implementation of quality initiatives.
  - Evaluating and selecting vendors and suppliers based on their ability to meet quality standards.
  - Assessing quality-related risks and developing mitigation plans to address potential quality issues.
  - Communicating quality objectives, performance metrics, and improvement plans to stakeholders.

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## COMPETENCIES

- · Quality Assurance and Control
- Process Improvement
- · Project Management
- Regulatory Compliance
- · Data Analysis and Reporting
- Training and Development
- Vendor and Supplier Management
- · Risk Management
- Leadership and Team Collaboration
- Communication and Stakeholder Management

#### LANGUAGES

English
German C
Spanish C

### **Position: Quality Inspector**

Quality Builders Ltd (January 2007 - May 2010)

Address: 321 Construction Park, Leeds, UK, PO Box 4004

Telephone: +44 113 789 4567

Supervisor: Michael White, QA/QC Supervisor

Roles and Responsibilities:

- Quality Assurance (QA):
  - Conducting detailed inspections of products and materials.
  - Performing various testing procedures to verify product quality.
  - Preparing and maintaining detailed inspection reports.
- Quality Control (QC):
  - Identifying and reporting non-conformances.
  - Ensuring compliance with quality standards and regulatory requirements.
  - Providing feedback to the production and engineering teams on quality issues.
- Decision-Making Roles:
  - Making decisions on inspection and testing activities.
  - Implementing corrective actions for nonconformances.
  - o Developing and maintaining quality documentation.
  - Communicating inspection results to management and stakeholders.
  - o Allocating resources for inspection activities.

### **Position: Quality Manager**

XYZ Engineering Solutions (March 2013 – December 2017)

Address: 456 Engineering Road, Manchester, UK, PO Box 2002

Telephone: +44 161 789 0123

Supervisor: Richard Roe, Head of Quality

Roles and Responsibilities:

- Quality Assurance (QA)
  - Performing product inspections and testing to verify quality standards.
  - Documenting and reporting any deviations from quality standards.
  - Keeping thorough records of quality control activities.
  - Ensuring adherence to industry regulations and standards.
- Quality Control (QC)
  - Offering suggestions for process improvements.
  - Working with the QA/QC team to address and resolve quality concerns.
  - Conducting root cause analyses and implementing corrective measures.
- Decision-Making Roles
  - o Determining inspection and testing protocols.
  - Addressing and resolving quality discrepancies and nonconformances.
  - Initiating quality enhancement projects.
  - Reporting quality metrics and performance to management and stakeholders.
  - Allocating resources to support quality control efforts.

### **Position: Quality Engineer**

Construction Services UK (June 2010 – February 2013)

Address: 789 Builders Avenue, Birmingham, UK, PO Box 3003

Telephone: +44 121 456 789

Supervisor: Emily Black, Senior Quality Manager

Roles and Responsibilities:

- Quality Assurance (QA):
  - Conducting inspections and tests to ensure product quality.
  - o Documenting and reporting non-conformances.
  - Maintaining quality control documentation.
  - Ensuring compliance with industry standards and regulations.
- Quality Control (QC):
  - Providing feedback and recommendations for process improvements.
  - Collaborating with the QA/QC team to resolve quality issues.
  - Conducting root cause analysis and implementing corrective actions.
- Decision-Making Roles:
  - o Making decisions on inspection and testing procedures.
  - Resolving quality issues and non-conformances.
  - o Developing quality improvement initiatives.
  - Communicating quality performance to management and stakeholders.
  - o Allocating resources for quality control activities.

#### DISCLAIMER