

RAYMOND ROSSETTI

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Professional Summary

Quality Assurance Manager dedicated to continuous process improvement in the face of rapidly evolving and changing markets. Extremely results-oriented and proactive in addressing and resolving problems.

Skills

- Exceptional interpersonal communication
- Effective leader
- Staff training/development
- Consistently meet goals
- Customer service-oriented
- ISO Management Rep.
- Critical Thinking
- Hands-on inspection capabilities
- Root cause/corrective actions

Work History

Quality Assurance Manager, 11/2000 to 01/2015

Fosta-Tek Optics, Inc. – Leominster, MA 01453

- Strengthened company's business by leading implementation of continuous improvement programs.
- Trained, coached and mentored staff (5 team members) to ensure efficiency of quality assurance department.
- Strengthened company's business by leading implementation and maintenance of ISO 9001 program (Management Representative).
- Maintained Company-wide calibration program
- Worked with customers on a personal level, and investigated and resolved customer inquiries and complaints in an empathetic manner.
- Interacted with Government contracting officers to interpret and enact requirements set forth in complex Government contracts.
- Devised and published metrics to measure the organization's success in maintaining efficiency of manufacturing processes.

Quality Consultant, 01/2000 to 07/2000

Fiberoptic Components, Inc. – Sterling, MA 01562

- Analyzed current operational structure of Company, and developed compatible Quality system addressing all processes covered in ISO 9001. Completed detailed Quality Systems Manual.

Quality Assurance Manager, 10/1980 to 12/1999

Electro Fiberoptics/Schott Fiberoptics – Northboro/Marlborough, MA

- Developed and maintained an efficient Quality Assurance Department.
- ISO 9001 Management Representative
- Trained, coached and mentored Quality Assurance Staff.
- Worked with Government contractors to ensure all contractual requirements were understood and met.
- Developed and maintained Company-wide calibration system.
- Provided hands-on inspection of inprocess and finished product.
- Partnered successfully with other departments to ensure smooth overall operation.

Education

Bachelor of Arts: Liberal Arts, 1974

College of the Holy Cross - Worcester MA