

Shelley Davis

1953 Shellmound Road ♦ Jasper, TN 37347 ♦ (423) 942-8242 ♦ sdavis200128@yahoo.com

Objective

To participate as a team member in a dynamic work environment focused on quality assurance, program development, customer service and safety.

Profile

Quality Control Supervisor with over 12 years of experience in the field of streamlining operations, increasing efficiency, and analyzing as well as improving the overall quality of the product. Accustomed to handling sensitive, confidential records.

Skills Summary

- ♦ Safety Oriented
- ♦ Report Preparation
- ♦ Data Entry
- ♦ General Office Skills
- ♦ Calibrations
- ♦ Customer Service
- ♦ Scheduling
- ♦ Team Player

Professional Experience

COMMUNICATION: REPORTS/PRESENTATIONS

- ♦ Record, analyze, and report test data to ensure that product specifications are met
- ♦ Report Quality Improvement Plan and Quality Rating
 - Quality above 100% for the past 12 years
- ♦ Responsible for providing customer support and follow-up
- ♦ Conduct safety huddles on a daily basis
- ♦ Supervise, plan, and analyze trials
- ♦ In-store advertising and product display

CUSTOMER SERVICE/PROBLEM SOLVING

- ♦ Oversee complaint resolution system dealing with customers and sales representatives
- ♦ Customer market visits
- ♦ Lean Six Sigma team member
 - Savings of \$150,000 annually
- ♦ Responsible for assuring compliance with regulatory agencies such as Underwriters Laboratories and ASTM
 - Calibrate test equipment, instrumentation, and raw material feeders
 - Perform quality audits

ORGANIZATION

- ♦ Manage all aspects of day-to-day operations as Quality Control Supervisor:
 - Schedule and manage employees within the department
 - Ensure employees follow all safe operating procedures
 - Update and maintain company bulletin specifications
 - Maintain Underwriters Laboratory Inspections
 - Data entry
 - Train operators
 - Conduct competitive testing
 - Inspect raw materials

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Employment History

United States Gypsum – Bridgeport, AL;
Quality Control, 1999 to Present

COCA COLA – Jasper, TN;
Bulk Merchandiser, 1998 to 1999

Education

ATHENS STATE COLLEGE – ATHENS, AL
B.S. Degree/Secondary Education, 1998

NEW HORIZONS COMPUTER LEARNING CENTER
Completed Microsoft Office/Excel 2007 Basic and Intermediate, 2010

References available upon request