

MICHAEL ANDERSON

Customer Quality Assurance Manager

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A proactive Dairy Quality Assurance Specialist with a focus on customer relations and product quality. Experienced in developing quality assurance programs that prioritize customer satisfaction and product excellence. Demonstrates strong interpersonal skills, fostering relationships with customers and stakeholders to ensure quality standards are met. Proven ability to analyze customer feedback and implement changes that enhance product offerings.

WORK EXPERIENCE

Customer Quality Assurance Manager | Dairy Delight Co.

Jan 2022 – Present

- Developed customer-focused quality assurance initiatives to enhance product satisfaction.
- Analyzed customer feedback to identify quality improvement opportunities.
- Collaborated with marketing and sales teams to align product quality with customer expectations.
- Conducted training sessions on customer service and quality assurance.
- Monitored customer satisfaction metrics and reported findings to management.
- Engaged in initiatives to improve customer relations through quality enhancements.

Quality Assurance Analyst | Family Farm Dairy

Jul 2019 – Dec 2021

- Assisted in developing quality assurance protocols focused on customer satisfaction.
- Conducted quality inspections on products based on customer feedback.
- Participated in customer review meetings to discuss quality issues.
- Monitored quality metrics related to customer complaints and feedback.
- Engaged in continuous improvement initiatives to enhance product quality.
- Maintained accurate records of customer feedback and quality inspections.

SKILLS

Customer Relations

Quality Assurance

Data Analysis

Team Collaboration

Communication

Continuous Improvement

EDUCATION

Bachelor of Science in Business Management

2015 – 2019

Dairy Business Institute

ACHIEVEMENTS

- Improved customer satisfaction ratings by 35% through quality initiatives.
- Successfully implemented a customer feedback program that increased product improvements.
- Recognized for excellence in customer service and quality assurance integration.

LANGUAGES

English

Spanish

French