



# MICHAEL ANDERSON

## Senior Quality Assurance Manager

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### SUMMARY

Distinguished Infrastructure Quality Manager with over 15 years of progressive experience in overseeing quality assurance processes within large-scale IT infrastructures. Expertise in developing and implementing quality management systems that enhance operational efficiency and compliance with industry standards. Proficient in leading cross-functional teams through complex quality assessments, ensuring that all aspects of infrastructure projects meet stringent quality benchmarks.

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### WORK EXPERIENCE

#### Senior Quality Assurance Manager Global Tech Solutions

Jan 2023 - Present

- Implemented a comprehensive quality management framework that improved project delivery timelines by 30%.
- Conducted in-depth audits of IT infrastructure, identifying critical areas for improvement.
- Developed risk management strategies that reduced operational costs by 20%.
- Led a team of 10 quality assurance specialists in executing rigorous testing protocols.
- Established key performance indicators to measure quality outcomes effectively.
- Collaborated with IT and development teams to ensure alignment of quality objectives with business goals.

#### Quality Assurance Engineer Innovative Systems Inc.

Jan 2020 - Dec 2022

- Designed and executed testing plans for infrastructure projects, enhancing system reliability.
  - Utilized automated testing tools to streamline quality checks and reduce manual errors.
  - Participated in root cause analysis to address recurring quality issues effectively.
  - Developed training materials for staff on quality assurance best practices.
  - Facilitated workshops to promote quality awareness among project teams.
  - Contributed to the successful implementation of quality certifications within the organization.
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### EDUCATION

#### Master of Science in Quality Management, University of Technology

Sep 2019 - Oct 2020

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### ADDITIONAL INFORMATION

- **Technical Skills:** Quality Assurance, Risk Management, Process Improvement, Team Leadership, Compliance, Performance Metrics
- **Awards/Activities:** Achieved ISO 9001 certification for the organization within 12 months.
- **Awards/Activities:** Reduced defect rates in infrastructure projects by 40% through enhanced quality processes.
- **Awards/Activities:** Recognized as 'Employee of the Year' for outstanding contributions to quality management initiatives.
- **Languages:** English, Spanish, French