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## SKILLS

- Project Management
- Quality Control
- Analytical Skills
- Communication
- Team Leadership
- Risk Assessment

## EDUCATION

**BACHELOR OF SCIENCE IN INDUSTRIAL ENGINEERING, TECHNICAL UNIVERSITY, 2014**

## LANGUAGE

- English
- Spanish
- German

## ACHIEVEMENTS

- Achieved a 35% reduction in project rework through improved quality management.
- Received the Quality Excellence Award for outstanding contributions to project success.
- Implemented quality initiatives that saved the company over \$200,000 annually.

# Michael Anderson

## QUALITY ASSURANCE LEAD

Accomplished Plumbing Quality Technician with a specialized focus on commercial plumbing systems and project management. Expertise in quality control and assurance processes, ensuring that installations meet regulatory standards and client specifications. Known for implementing best practices that enhance operational efficiency and reduce costs. Strong leadership capabilities, with a proven history of managing teams to achieve quality goals.

## EXPERIENCE

### QUALITY ASSURANCE LEAD

Urban Plumbing Solutions

2016 - Present

- Led quality assurance initiatives for large-scale commercial plumbing projects.
- Developed and maintained quality standards to guide project teams.
- Conducted risk assessments to identify potential quality issues.
- Facilitated communication between contractors and clients regarding quality expectations.
- Trained staff on quality assurance protocols and best practices.
- Analyzed project outcomes to continuously improve quality processes.

### PLUMBING QUALITY TECHNICIAN

Metro Plumbing Group

2014 - 2016

- Executed inspections on plumbing systems to ensure compliance with codes.
- Collaborated with engineers to refine plumbing designs for quality improvements.
- Maintained comprehensive records of inspections and compliance reports.
- Participated in quality control meetings to discuss project performance.
- Assisted in the implementation of quality management systems.
- Provided feedback to contractors to improve workmanship quality.