**Barbara Jackson**

Chicago, IL 61111

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**Quality Control**

Learning, Compliance and Continuous Improvement professional with expertise in design, development, standardization, and delivery across global IT Software Solutions, Airline, and HR teams. In-depth knowledge of quality process improvement, performance metrics, and applications within the HR context. Proven international technical training instructor for customers, executives, and international businesses worldwide.

**PROFESSIONAL EXPERIENCE**

**ABC Company,** Main Town, ST 2020 – Present

**Quality Control Manager**

Provided HR Solutions and identified opportunities for operational growth and customer excellence. Case indexing, case documentation articles, records management, video training, and instructor led modules for HR agents.

* Implementation of new HR Quality Check and Audit process standards for global HR teams.
* Accountable for ensuring transactional work is compliant with internal procedures as well as regulatory and statutory standards.
* Collaborates with global teams to deliver simple and agile HR processes that leverage technology to assess performance monitoring, identify cost savings and efficiencies.
* Assists HRIT in establishing agile approach for implementing and maintaining the quality management system in ServiceNow.
* Delivers Standard Operating Procedures (SOP) training, DC system training and quality control and process improvement training on HR information to global leadership teams.
* Creates Quality Control and Audit criteria for reports, identifies audit trends, gaps and risks for high impact HR cases in the US to improve on the overall employee experience.
* Improves audit standards, types and guidelines for usage.
* Measures the accuracy and data integrity of HR Quality Checks, provides management processes for data reporting and recommendations for specialized audit procedures.

**ABC Inc.,** Main Town**,** ST2015 – 2020

**Quality Control Consultant**

Involved with all aspects of planning, needs analysis and requirements gathering, solution design, maintenance, curriculum/learning pathways and evaluation of e-learning solutions.

* Consulted and partnered with client business units for enhancing workplace performance in support of business and operational goals.
* Developed innovative solutions for high priority airline projects and functional areas including Technical Operations, Legal Compliance Certification, Flight Service training programs, Flight Operations Dispatcher training programs, Ramp/Cabin Services, IT, Environmental and Safety learning development programs.
* Implemented and managed all learning development audit processes for the airline.
* Managed the end-to-end client engagement to ensure expected outcomes were aligned with business drivers that were realistic, achievable and measurable.
* Performed project activities to communicate responsibilities, timelines, and deliverables.

**EDUCATION**

State University, Chicago, IL

**Bachelor of Science, Public Relations and Advertising**

**TECHNICAL SKILLS**

Advanced Microsoft Office Skills (Word, Excel, Power Point, Schedule, Project, Forms, Visio and Outlook)

Macro media and Adobe products (Captivate, Camtasia, Flash, Snag it, Photoshop and Dreamweaver) SharePoint, Taleo