

Barbara Jackson

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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, ST

2015 – 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