

Michelle Jackson

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Objective:

To obtain a position where I can maximize my multilayer of management skills, including quality assurance, document control and project management. With a positive attitude and willingness to learn, I could be an asset to your team.

Summary of Qualifications:

Results-oriented, high-energy, hands on professional, with a successful record of accomplishments in program management, with a strong background in ISO development. I have extensive experience in the contract manufacturing industry, including training of company personnel, quality assurance review, inspection and Customer Account Management with focus providing the customer with the highest quality product and services, both inside as well as outside the company.

Major strengths include strong leadership skills, excellent communication skills, and a strong competent team player with attention to detail. Effective analytical skills, with the ability to, comprehensively analyze and interpret policies, procedures and situations in a multifaceted way. Proven problem solving skills with an ability to anticipate problems and develop solutions on deadline

Program Manager

Plexus, Fremont, CA: 2011- 2012

- Primary contact for major customer account, regarding new and existing business, achieving customer objectives by contributing information and recommendations to strategic plans and reviews; preparing and completing action plans; implementing production, productivity, quality, and customer service standards.
- Created and managed Customer Returned Goods Program improving quality communication through inspection to production.
- Plan and prepare production schedules by creating master schedule to establish sequence and lead time of each operation assuring material and services are delivered on schedule.
- Scheduling of Management Readiness Review meetings launching introduction of new products, changes to existing products and or processes slotted for implementation, as well as creation of implementation plan.

Program Manager, ISO Control Auditor

Kimball International, Fremont, CA

2007 – 2011

- Investigated and resolved wide-array of customer complaints and inquires, ensuring highest level of satisfaction.
- Directed Vendor Managed Inventory Program, ensuring obsolete and down rev material were identified and returned with proper documentation to mitigate cost as well as misuse within the manufacturing process.
- Interrupter of customer forecast reports, while creating internal measurement and financial modeling to make accurate predictions throughout the company.
- Purchased a full range of electronic materials based on customer approved suppliers listing guided by Engineering approved Drawings and bills of materials.
- Managed forecast reports for company suppliers through inventory controls, and MRP analysis. Helped Created a Production forecasting database assisting in company deliverables.
- Reviewing and analyzing all purchase requisitions, investigating and developing sources of supplies. Preparing and issuing bid specifications, as well as following up on quotation requests.
- Developed new sources of technical supplies; securing favorable terms implementing contract agreements. Identifying and selecting vendors to procure requisitioned commodities, meeting criteria such as price, quantity, quality and delivery date and places orders. Write and distributes complex and technical bid invitations or requests for proposals; receives and analyzes bids, quotes, proposals, and awards the contracts.

ISO Auditor / Quality Document Control Manager
Reptron Outsource Manufacturing & Design, Fremont, CA

2001 – 2007

- Facilitated training programs throughout the company, ensuring education of the Quality Management System, Policies specific to the organization and regulations as provided.
- Managed the implementation of all written processes and procedures throughout the company. This was achieved by creating a fun, energetic and enjoyable method to involve employees keeping on track with program milestones. Leading these teams in each department our organization was able to achieve and maintain Certification for ISO 9001:2003 Quality Management Systems, 13485 Medical Devices Quality Systems, ISO 14001 Environmental Management as well as FDA 21 CFR820.
- Auditor of Internal, Supplier, and third party audits as mandated weekly, monthly and annually as required through the QMS. Working directly with the management representative, and assisted regulatory officer during compliance and customer audits.

Customer Manager / ISO Coordinator
Applied Instruments, Fremont, CA

1999 – 2001

- Improving customer satisfaction by managing and maintaining strong relationships with customers and co workers at all levels, listening in order to gain an understanding of individualized needs; in order manage expectations resolving situations quickly.
- Calm and patient methods when handling customer complaints and complex situations as it has proven to be the best way to support the customer.

Education, Training & Awards:

Santa Barbara Business College Fremont – Computer programming

Agile

ADP

JDE

SAP

MAS200

MS Project

MS Power Point

Word

Excel

Visio

5S leadership training

ISO 9001:2003 Lead Auditor Certification

ISO 13485 Internal Auditor training

FDA 21 CFR820 integration

Reptron employee excellence award 2003

Kimball Team leadership award 2009

References available upon request