



## Jaylin Cole

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### EXPERIENCE

#### QUALITY CONTROLLER NDT ULTRASONICS

New York, NY

04/2016 – present

- Identification of process improvements
- Optimization and implementation of new quality initiatives and improvement programmes
- Applies specialised quality systems, equipment, tools and methods
- Supports or completes root cause failure investigations in the course of customer claim management procedures
- Non-Destructive and Ultrasonic Testing
- Responds to quality related enquiries, may act as first point of contact in technical subject matters
- Visual analysis and quality inspection of fiberglass and resin properties

04/2009 – 12/2015

#### QUALITY CONTROLLER, XEROX PROJECT

Houston, TX

- Gives ideas and creates action plans on how to teams' performance
- Performs quality checks on agents performance
- Follows established processes/systems and recommends improvements
- Provides individual feedback and training on quality of service
- Has an overview of all quality inputs month over month at an agent level, including scores and volumes: Verint scores, Escalations logged, CSAT results, Audit failures, CIP, XSM quality checks
- Strong work ethic, maturity and leadership qualities
- Takes ownership of actions for improvement of quality results

09/2003 – 11/2008

#### QUALITY CONTROLLER

San Francisco, CA

- Gives ideas and creates action plans on how to improve teams' performance in terms of remote assistance
- Design, develop and execute automation scripts
- Controls rollout of actions with Delivery Teams and provides summarized action plan dashboard
- Checking product and packaging against labeling standards
- Measuring and checking Shipment samples
- Ensuring all comments are followed from Pre Production samples when checking shipment samples
- Providing clear and concise reporting on verification of given acceptance criteria

### EDUCATION

#### WEBSTER UNIVERSITY

Bachelor's Degree in  
Autonomy

### SKILLS

- Excellent attention to detail
- Knowledge of building and verifying testable acceptance criteria
- Excellent knowledge of English – both written and verbal
- Excellent knowledge of one of the following languages – Spanish/Portuguese/German/French/Italian – both written and verbal
- Ability to follow author and editor instructions
- Ability to motivate a group of people to work effectively together
- ♦ Skill in scripting language such as Python, Linux shell script, profiler is a big advantage
- Strong customer driven focus
- Excellent organizational and analytical skills
- ♦ Using code profilers