

Damiana Radig

Quality Assurance Director

Profile

A Quality Assurance Director with 10 years of experience, adept at developing and implementing QA programs, policies, and procedures, ensuring product and service excellence. Demonstrated expertise in leading cross-functional teams, process improvement, risk management, and regulatory compliance. Proven track record in enhancing customer satisfaction and driving continuous improvement, while fostering a culture of quality and collaboration.

Employment History

Quality Assurance Director at Pennsylvania Department of Transportation, PA

May 2023 - Present

- Successfully implemented a new quality management system that reduced non-conformance rates by 25% and increased overall process efficiency by 15% within the first year of adoption.
- Conducted comprehensive audits of over 50 projects, identifying and addressing key areas for improvement, resulting in a 20% increase in project success rates and a 10% reduction in budget overruns.
- Developed and trained a team of 30 quality assurance professionals, leading to a 35% increase in staff productivity and a 50% reduction in employee turnover within the department.

Senior Quality Assurance Manager at GlaxoSmithKline, PA

Sep 2019 - Mar 2023

- Led the successful implementation of a new quality management system across the organization, resulting in a 25% reduction in quality-related incidents and a 15% improvement in overall compliance with regulatory standards.
- Managed a team of 30 Quality Assurance professionals, achieving a 95% on-time completion rate for all quality-related tasks and projects, contributing to a 20% increase in overall production efficiency.
- Developed and executed a comprehensive risk-based audit strategy, identifying and addressing critical gaps in the company's quality processes, leading to a 30% decrease in audit findings and a 10% reduction in corrective and preventive action (CAPA) cycle times.
- Spearheaded the successful resolution of a major product recall, coordinating cross-functional teams and implementing corrective actions that resulted in a 100% recovery of affected products, minimizing financial and reputational impact to the company.

Quality Assurance Manager at Comcast, PA

Aug 2013 - Aug 2019

- Implemented a new QA testing framework that increased testing efficiency by 35% and reduced software defects by 25%, leading to improved customer satisfaction and reduced support costs.
- Streamlined the QA process by introducing automated testing tools, resulting in a 50% reduction in manual testing efforts and a 20% increase in the speed of product releases.

Details

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Links

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Skills

Six Sigma

Lean Manufacturing

ISO 9001

GMP (Good Manufacturing Practices)

CAPA (Corrective and Preventive Action)

SPC (Statistical Process Control)

Risk Management

Languages

English

German

Hobbies

Photography

Gardening

Woodworking