

# Phylicia Bettle

## Quality Assurance Manager

### Profile

As a Quality Assurance Manager with over 6 years of experience, I have developed a proven track record of ensuring the highest quality of products and services. I have successfully implemented process improvements to enhance and ensure quality standards of products and services, while reducing costs and improving customer satisfaction. I have a comprehensive understanding of industry regulations and quality standards, and have expertise in quality assurance management systems. I have a proven ability to motivate and lead teams to ensure successful quality assurance initiatives. I am committed to consistently meeting and exceeding expectations, and driving continuous quality improvement.

### Employment History

#### Quality Assurance Manager at Walmart, WV

Nov 2022 - Present

- Increased customer satisfaction ratings from 80% to 92%, boosting Walmart's reputation in the local area.
- Developed and implemented a new Quality Assurance program for all products, resulting in an 18% decrease of product returns over six months.
- Led training sessions on quality assurance principles for 200+ employees across three regional stores, improving team knowledge and efficiency by 20%.
- Conducted regular inspections at 10 distribution centers which resulted in improved compliance with safety regulations (OSHA) by 95%.

#### Senior Quality Assurance Engineer at Mylan Pharmaceuticals, WV

Jul 2020 - Sep 2022

- Increased test coverage by 45% of the company's portfolio within a 12-month period while working at Mylan Pharmaceuticals, WV. This was accomplished through improved automation and manual testing processes resulting in increased quality assurance metrics across all products.
- Developed comprehensive QA strategy that reduced critical defects from 10 to 1 per month on average over 6 months time frame for new product launches.
- Led team of 15 engineers responsible for ensuring customer satisfaction with regards to software functionality as well as usability standards; achieved 95% positive feedback rating from customers using our services/products during this tenure (2 years).
- Improved customer retention rate by 20%, reducing churn rates due to better user experience which led directly into higher revenue generation opportunities.

#### Quality Assurance Engineer at WVU Medicine, WV

Aug 2017 - May 2020

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📍 Charleston, WV

### Education

#### Bachelor of Science in Quality Assurance Management at West Virginia University Institute of Technology, Montgomery, WV

Aug 2012 - May 2017

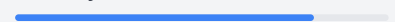
Relevant Coursework: Quality Assurance Management, Quality Control, Statistical Process Control, Process Improvement, Quality Systems, Six Sigma, Quality Auditing, Risk Analysis, and Regulatory Compliance.

### Links

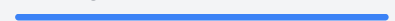
[linkedin.com/in/phyliciabettle](https://www.linkedin.com/in/phyliciabettle)

### Skills

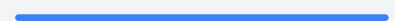
Quality Assurance



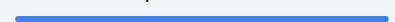
Testing



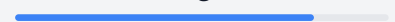
Documentation



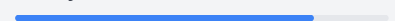
Process Improvement



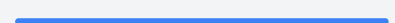
Problem Solving



Analytical Skills

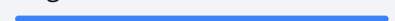


Communication



### Languages

English



Hindi

