



JONATHAN REED

Proven Leader Driving Enterprise-Wide Quality Excellence

A senior QA manager with over 12 years of experience implementing enterprise QA strategies and building high-performing teams. Expert in developing scalable QA frameworks, overseeing multimillion-dollar projects, and achieving measurable operational efficiency and product reliability improvements. Adept at collaborating with C-suite executives, aligning QA initiatives with business goals, and fostering a culture of continuous improvement.

CONTACT

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-  LinkedIn | Portfolio
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KEY SKILLS

- Enterprise QA strategy development
- Team leadership and mentorship
- Compliance with ISO 9001 and ISO 27001 standards
- Risk assessment and mitigation
- Automation tools (Selenium, JIRA, Cypress)
- Process improvement and optimization
- Defect tracking and root cause analysis
- Budget and resource allocation
- Cross-functional collaboration

EDUCATION

- Master of Business Administration (MBA) | 2018
HARVARD BUSINESS SCHOOL,
Boston, MA
- Bachelor of Science (B.S.) Software Engineering | 2012
MASSACHUSETTS INSTITUTE OF
TECHNOLOGY, Cambridge, MA

PROFESSIONAL EXPERIENCE

SENIOR QA MANAGER | VISIONTECH SOLUTIONS, NEW YORK, NY
MAY 2016 TO PRESENT

- Built and led a team of 25 QA engineers, increasing team efficiency by 40% through mentoring, process refinement, and resource allocation
- Spearheaded the implementation of an enterprise-wide QMS, reducing production defects by 50% in three years
- Managed quality initiatives for multimillion-dollar software development projects, ensuring on-time delivery with 99% defect-free releases
- Partnered with executives to align QA goals with business objectives, contributing to a 20% increase in customer satisfaction scores

QA MANAGER | DIGITALCORE SYSTEMS, BOSTON, MA
JUNE 2012 TO APRIL 2016

- Supervised a QA team of 12, streamlining testing workflows and reducing testing cycle time by 25%
- Designed and executed risk-based testing frameworks, minimizing critical defects in production by 30%
- Oversaw cross-departmental training programs to ensure adherence to quality standards, achieving ISO 9001 certification within two years

CERTIFICATIONS

- Certified Manager of Quality/Organizational Excellence (CMQ/OE) | ASQ | Completed 2018
- Six Sigma Black Belt | ASQ | Completed 2017
- ISTQB Advanced Level Test Manager | ISTQB | Completed 2016