

RÉSUMÉ

Ms. Avian D. Alexander

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S.S. Erin Road,

Trinidad & Tobago.

PROFESSIONAL OBJECTIVE

To build my competence and expertise as a Quality Professional in my current capacity as Standards Officer at the T & T Bureau of Standards while simultaneously contributing to the improvement of the quality of life in Trinidad and Tobago and the CARICOM Region.

COMPETENCIES/ WORK EXPERIENCE

Quality Assurance

- ✚ Establishing a quality management system for the Bureau's Certification Division
- ✚ Coordinating and maintaining accreditation for a laboratory quality management system
- ✚ Assisting with the execution of projects – scheduling work packages, activities
- ✚ Planning and chairing of quality management meetings
- ✚ Planning and organizing of monthly internal audits and yearly external audits
- ✚ Training of junior staff and/or new staff
- ✚ Conducting of Customer Satisfaction Surveys
- ✚ Internal Quality Auditing for ISO/IEC 17025, ISO 9001 and performance management systems

Technical

- ✚ Coordinating of management review meetings
- ✚ Analysis of customer satisfaction surveys
- ✚ Resolution of complaints – Root Cause Investigation
- ✚ Development of quality policies and procedures

Computer Literacy

- ✚ Microsoft Office –Word, Power Point, Outlook, Excel, Visio, Project (beginner)

EDUCATION & TRAINING

BSc. (General) - Environmental & Natural Resource Management; Minor – Chemistry

Second Class Honours

Class of 2008

The University of The West Indies,
St. Augustine Campus, Trinidad.

Relevant Courses successfully completed

ASQ - Certified Manager of Quality/Organizational Excellence

Certificate No. 52876

Mar 2018

Implementation & Documenting an ISO 9001: 2008 QMS

Aug 2014

IRCA ISO 9001:2008 Certified Lead Auditor

Aug 2013

Root Cause Analysis & Problem Solving

May 2012

Implementing & Documenting an Environmental Mgt. System

Aug 2010

Operations Management

April 2010

Excellence in Customer Service

Nov 2009

Soft Skills Training

Franklin Covey – 7 Habits Maximizer

Oct 2011

Franklin Covey – 7 Habits of Highly Effective People Signature Program

July 2011

Supervisory Management

Jan 2010

Premeir Quality Services Limited, Macoya, Trinidad.

Basic Metrology

April 2010

Practical Laboratory Auditing

April 2003

Introduction to Calibration & Measurement

Sept 2002

EMPLOYMENT HISTORY

- March 2015 to Present* Trinidad & Tobago Bureau of Standards (TTBS), Trincity Industrial Estate, Macoya
Standards Officer/Mgt. Representative
- Implementation of quality system processes for compliance with ISO/IEC 17021
 - Coordinating and executing operations in the National Certification Body i.e. TTBS-Certification Division
- March 2010 to Feb 2015* Trinidad & Tobago Bureau of Standards (TTBS), Trincity Industrial Estate, Macoya
- Standards Officer/Mgt. Representative for Laboratory Quality
- Implementation of quality system processes for compliance with ISO/IEC 17025 and ISO 9001 Quality Standards.
 - Maintenance of the laboratory's ISO/IEC 17025 accreditation status.
- July 2000 to Feb 2010* Trinidad & Tobago Bureau of Standards, Trincity Industrial Estate
- Laboratory Technician
- June 1998 to January 1999* Western Scientific Company Limited, Freeport.
- Marketing Assistant
- January 1996 to May 1998* Petroleum Company of Trinidad and Tobago Limited, Santa Flora
- Laboratory Technician

HOBBIES

Hiking, Watching Documentaries and Movies, Sightseeing and Aerobic Exercises

LANGUAGES

English: writing-excellent; speaking-excellent; reading-excellent

Spanish: writing- fair; speaking-fair; reading-fair