

Summary

Current student enrolled in Tulsa Community College as a Pre-medicine major. Possessing strong safety-oriented, and professionally systematic assessments on improving worker conditions through short- and long-term monitoring strategies. Highly analytical, observant and skilled at identifying and resolving diverse concerns. Excellent inspection and documentation skills.

Skills

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- Excel
 - Filing and managing paperwork
 - Time Management
 - Analytical and problem-solving skills
 - Quality Control
 - Organizational skills
 - Continuous Improvement
 - Attention to Detail
 - Good Work Ethic
 - Critical Thinking

Experience

Assistance Treasurer / Aid to Public Relations

Hmong America Association of Oklahoma Inc. • Tulsa, OK
03/2018 - 01/2020

- Reconciled accounts with statements and invoices on monthly basis, investigating and resolving discrepancies to maintain records accuracy.
- Identified and resolved internal and external financial discrepancies.
- Managed capital and devised corporate financial strategies to maximize bottom-line profitability.
- Drafted meeting agendas and budget reports, helping management make key operational decisions.
- Developed annual budget and compared actual expenses against projected budget.
- Maintained internal controls and safeguards for revenues, costs, budgets and expenditures.
- Created internal controls and corrective actions to reduce risk or deficiencies.
- Oversaw social media content pertaining to the Education Program.
- Wrote and edited brochures, speeches, and social media content.

Quality Assurance Coordinator

Bama Foods Inc. and Bama Companies Inc. • Tulsa, OK
01/2014 - 05/2018

- Developed, implemented and maintained support programs that ensure product quality and safety.
- HACCP/Food Safety Plan Coordinator
- Supported plant wide data collection plans to ensure that correct data is measured, accurate processes are utilized, and all data collection plan deviations are addressed.
- Developed systematic approaches to performing capability studies on all critical processes.
- Analyzed collected data, interpreted results with action plans for improvement, established control charts, and provided written reports for management in a timely manner (monthly, quarterly, and annually).
- Generated reports that summarize critical measurements to meet internal and external customer expectations.
- Conducted root cause analysis and follow-up to corrective actions as it relates to safety, quality, and productivity.

- Understood, implemented, and maintained the Bama Quality Systems Manual and the standards of the manual that affect the roles and responsibilities of the Quality Assurance Department.
- Provided coaching and developed effective training classes to meet required program expectations in both large and small group settings. Training called for one on one or group setting on quality processes and concepts.
- Participated in all team activities and training (e.g., continuous improvement projects, plant safety initiatives, crossovers, stretching, etc.)
- Performed safety sensitive functions to identify, correct and improve potential safety items; both human and food.
- Collaborated with other team members to perform internal QA audits.
- Maintained policy, procedures, work instructions and projects for quality and continuous improvement agendas.
- Made sure each product met industry regulations and standards.
- Investigated performance to maintain employee adherence to quality and safety policies.
- Implemented internal auditing practices to create standards and statutory obligation compliance reports (Mock Recovery).

Quality Assurance Resource

Bama Foods Inc. • Tulsa, OK
04/2012 - 12/2014

Helping to lead, maintain and support key processes:

- Sensory cuttings, capability studies, training, and investigations.

Performing Quality Investigations with the involvement of other departments:

- Departments included Maintenance, Production, Shipping and Receiving
- Responsible for isolating, tagging and electronically placing defective materials on Hold.

Performing calibrations of equipment and utilized quality tools:

- (scales, calipers, moisture analyzers, etc.)
- Performing annual audits on WI's and Forms.

Running reports using:

- Minitab
- WinSPC
- Excel

Responsible for collection and interpretation of the following reports:

- Minor's Tailings Report (Monthly and Quarterly)
- HACCP
- Locker Inspection
- Swabs

Actively involved in:

- ERT- as a First Responder
- Evacuation Team- evacuating Area 5 of the Foods Facility
- LPF- as the Assistant Team Leader
- Influence Team- as a Representative for 2nd shift
- Corporate meetings- reporting Minor Tailings Report
- AIB Team- performing quarterly AIB audits of the Foods facility
- Supervised and guided inspectors, technicians and other staff.
- Analyzed quality control test results and provided feedback and interpretation to production management or staff.

- Established product specifications and quality assurance practices.
- Collected and analyzed production samples to evaluate quality.
- Monitored product trends and suggested changes.

Metal Detector Operator

Bama Companies Inc. • Tulsa, OK
09/2010 - 04/2012

- Certified Metal Detector Operator for Line 2 packaging.
- Cross trained on Wexxar, Pearson Bagger and certified to run Overwraps.
- Collected and recorded SPC (Statistical Process Control) checks and maintained good GMP's (Good Manufacturing Practices).
- Recorded production deviations in standardized charts to track trends and aid in production management.
- Worked with maintenance to perform PM (Preventative Maintenance) on Line 2 packaging and gauging stations on Line 2 sheeting.
- Worked in small groups to maintain and work on new processes regarding MSS (Master Sanitation Schedule).
- Involved in ERT, LPF, and operations meetings.
- Familiar with PFDC to help in managing paperwork and the line productivity.
- Actively participated in the Dimensions team to help reduce scrap while boosting productivity.

Technician II

Caterpillar Logistics Center • Broken Arrow, OK
03/2009 - 07/2010

- Monitored and logged parts and devices used on while servicing cellular phones.
- Maintained and updated on new program uploads.
- Received orders, typed up phone reports and communicated all repairs made on a phone.
- Volunteered as an EOS representative.
- Refurbished and replaced cosmetics on cellular phones. (Models included- LG, Motorola, Kyocera, Samsung, HTC and PCD.)
- Hand soldered main I.C.'s, Flex's, vibrators, LCD's, capacitor's and small components using microscope for all the above carriers/models listed above.

Other misc. jobs included:

- Returns
- Receiving
- Direct fulfillment
- CARES paperwork
- Quality control
- Triage

Swing Shift Manager

McDonald's • Roseville, MI
08/2007 - 02/2009

Managed all aspects of day-to-day operations which included:

- Responsible for managing crew of 6 or more and getting breaks established.
- Responsible for finding coverage for call ins and vacations.
- Managed cash in the safe onsite as well as managing monthly petty cash used for employee activities.
- Practiced Good Food Safety procedures.
- Supervised teams' work to maintain consistent quality and performance levels.

- Kept premises clean and neat by proactively monitoring all areas of operations.
 - Maintained inventory and reorder supplies as needed.
 - Prepared and led food service training programs to teach staff various tasks.
 - Trained front-of-house staff on restaurant policies and procedures, guest service techniques and communication skills to promote positive experiences.
 - Performed restaurant walk-throughs to gauge timeliness and excellent service quality.
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Education

Pre-Medicine

Tulsa Community College • Tulsa, OK

- Currently completing courses in Human Physiology and General Physics.

Nursing

Family Caregiver Assistance • Broken Arrow, OK

06/2020

CNA LTC/HHA Certification

Food Safety

Oklahoma State University - Oklahoma City • Oklahoma City, OK

09/2017

HACCP Re-Certification

Food Safety

Institute for Food Safety and Health • Chicago, IL

08/2016

FSPCA Certification

Food Safety

Oklahoma State University - Oklahoma City • Oklahoma City, OK

09/2015

HACCP Certification

Welding

Tulsa Welding School • Tulsa, OK

07/2012

Professional Welder

High School Diploma

Broken Area High School • Broken Arrow, OK

05/2007

Languages

- English
- Hmong