

GEORGE M. TAYLOR

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CAREER OBJECTIVE

Seeking a return to the workforce in a team leadership position responsible for overseeing the conceptualization and design of software quality practices for a company requiring a creative and enthusiastic entrepreneur with the ability to:

- Lead, direct, and motivate a team of professionals in generating new ideas, exploring new business opportunities, and in enhancing business processes,
- Identify problems and turn them into company growth opportunities,
- Interface with all facets of the company by working together on product development and sales.

GOAL: To contribute toward developing an increased desire, motivation, and loyalty in customers who purchase company offerings which, in turn, will build marketplace leadership and assure company profitability and success.

CAREER STATEMENT

My ideal company will give me the opportunity to practice strategic management. It will encourage me to form a strategic vision of where the organization is headed—to provide long-term direction and to delineate what kind of enterprise the company is trying to become, and ultimately to infuse the organization with a sense of purposeful action. It will encourage me to set objectives and to convert the strategic vision to specific performance outcomes. It will encourage me to craft a strategy to achieve desired outcomes. It will encourage me to implement and execute chosen strategies efficiently and effectively. And finally, it will encourage me to evaluate performance and initiate corrective adjustments as new opportunities and changing conditions arise.

CRITICAL ABILITY

I view myself as a creative problem solver working together with people to improve products and enhance services. I have the keen ability to create innovative solutions to perplexing problems using logic and common sense. I am passionate about my work and what I believe in. From beginning analysis to final reporting and all phases in between, I will contribute to a company's long-term success.

QUALIFICATIONS

Leadership
Supervision
Project Management
Quality Management
Staff Development
Training

Strategic Planning
Tactical Planning
Process Engineering
Employee Relations
Client Relations/Sales
Budgeting

Quality Assurance
Manual Testing
Automated Testing
Test Planning
Test Management
Technical Writing

ACCOMPLISHMENTS

Leadership Ability Assessed, developed, and led the reorganization of a technical support area resulting in the establishment of a user help desk and first-ever quality assurance department along with a well-documented process flow.

Program Development Pioneered the development and implementation of an end-user laboratory where product usage is viewed and evaluated in a real-time simulated office environment. This resulted in improved product capabilities, enhanced documentation, and a 25% reduction in related problems.

Creativity Implemented a process to examine and improve the way work gets done for building 12 company products, which formed an innovative three-tiered approach to process improvement of which the company adopted. This resulted in efficiency gains of 18% and improved product quality.

Verbal Communication Interviewed and listened to clients to resolve product usage issues and problems, and communicated solutions to them diplomatically resulting in timely resolution (far within the SLA), improved customer relations, and increased repeat business by over 70%.

Sales Management Developed, implemented, and managed several marketing programs that promoted special services to new clients resulting in secured sales and the establishment of a professional presence.

EXPERIENCE

Auto Owners Insurance, Inc., Bloomfield Hills, MI 1999 - 2000

Quality Assurance Director Responsible for: (1) Setting goals and vision for a fledgling QA department and building a strong and respected unit. (2) Implementing research and development of seven best-in-class quality initiatives across the office to instill basic philosophies of doing things right the first time. (3) Improving communication between intra-company departments by formulating quality work groups to accomplish tasks.

Process Engineering Manager Responsible for examining quality assurance processes and procedures, and recommending alternative methods to improve quality of products, time to market, and cost-savings.

Compuware Corporation, Detroit, MI 1997-1999

Quality Assurance Analyst Responsible for developing, implementing, and managing software testing to insure the highest possible quality products, including introducing the capability maturity model (CMM) to the corporate services testing department.

Ford Motor Company, Dearborn, MI 1995 - 1997

Quality Manager Responsible for organizing and managing all quality assurance and quality control activities, including planning, designing, and implementing software testing and customer support administration.

Rouge Steel Company, Dearborn, MI 1993 - 1995

Quality Assurance Architect Responsible for conceptualizing, developing, implementing, documenting, and managing a highly structured quality assurance program.

Ford Motor Company, Dearborn, MI 1986 - 1993

Project Manager Responsible for planning, organizing, directing, and controlling systems development and for creating enhancements for network dealership billing systems.

Public Relations Specialist Responsible for developing and implementing an intra-departmental communications strategy to improve intra-departmental relationships.

Computer Salesperson Responsible for contacting clients, building relationships, and marketing hardware and software systems to mid-western dealerships, including installations and follow-up visits.

Technical Writer Responsible for writing, editing, and revising dealership user manuals and brochures that accompanied software systems.

EDUCATION

BBA, Marketing/Management, *Wayne State University, Detroit, MI* 1985

CERTIFICATION

CSTE, Professional Certified Software Test Engineer, *Quality Assurance Institute, Orlando, FL* 1995

MEMBERSHIPS

Member, American Management Association (AMA), *Milwaukee, WI*, since 1997
Member, "Who's Who Among Management and Professionals", nominated in 1996