

CONTACT

📞 (678)654-4804

✉ brandingtime@gmail.com

📍 Bremen, Georgia

🌐 www.shawnajefferson.com

EDUCATION

CHATTAHOOCHEE TECH

- GED

SKILLS

- Quality Assurance
- Process Improvement
- Continuous Improvement
- Technical Troubleshooting
- OTDR Testing
- Documentation
- Workflow Optimization
- Employee Training
- Customer Success
- Salesforce
- Microsoft Office
- Google Workspace

LANGUAGES

- English (Fluent)
- Spanish (A1)

SHAWNA JEFFERSON

OPERATIONS | QUALITY ASSURANCE | PROCESS IMPROVEMENT

PROFILE

Operations and Quality professional with a proven history of improving processes, solving technical problems, and delivering exceptional customer experiences across manufacturing, SaaS, telecommunications, and technology environments. Recognized as a top performer in multiple organizations for analytical thinking, technical aptitude, quality assurance, and continuous improvement. Experienced in cross-functional collaboration, employee training, documentation, compliance, and workflow optimization with a reputation for learning complex systems quickly and driving measurable results.

WORK EXPERIENCE

- **Lightera** 2025 - PRESENT
Quality Control Inspector
 - Inspect fiber optic products using visual inspection and OTDR testing.
 - Calibrate testing equipment and maintain quality documentation.
 - Partner with production teams to resolve quality issues.
- **Zen Business** 2024 - 2025
Sales Chat Representative
 - Top Chat Performer.
 - Created internal knowledge base.
 - Managed high-volume customer chats while maintaining compliance.
- **GoDaddy** 2022 - 2024
Tier II Sales Support Specialist
 - Resolved DNS, WordPress, SSL, hosting, and domain issues.
 - Mentored teammates.
 - Recognized for customer satisfaction and sales performance.

REFERENCE

Available upon request.