

# MALAIKA DICKOVER

Quality Assurance Specialist

[malaika.dickover@gmail.com](mailto:malaika.dickover@gmail.com)

(624) 949-8218

2438 S Peoria Ave, Tulsa, OK 74114



## PROFILE

A quality assurance specialist with over three years of experience. I have worked in a variety of industries and have gained valuable knowledge in each. My skills include auditing, testing, problem solving, and report writing. I am also proficient in multiple software programs including Microsoft Office Suite and various databases. I am detail oriented and work well under pressure.

## LINKS

[linkedin.com/in/malaikadickover](https://www.linkedin.com/in/malaikadickover)

## SKILLS

Quality Assurance

Testing

Quality Control

Process Improvement

Project Management

Documentation Skills

Communication Skills

## LANGUAGES

English

Spanish

## HOBBIES

Organizing

Crafting

Decorating

## EMPLOYMENT HISTORY

### Quality Assurance Specialist at Walmart, OK

Jun 2022 - Present

- Implemented new quality assurance procedures that increased product accuracy by 10%.
- Trained 3 new Quality Assurance Specialists.
- Wrote and executed 12 test plans for new products.
- Found and reported 20 software defects to developers.
- Monitored the manufacturing process to ensure adherence to quality standards.

### Quality Assurance Specialist II at Amazon, OK

Sep 2019 - Apr 2022

- Implemented new quality assurance procedures that resulted in a decrease of customer complaints by 15%.
- Led a team of 4 quality assurance specialists and successfully completed 10 audits within the scheduled time frame.
- Trained new employees on proper quality control procedures.
- Wrote 5 SOPs for different aspects of the production process.
- Investigated and resolved 30 customer complaints.

## EDUCATION

### Bachelor of Science in Quality Assurance at Oklahoma State University, OK

Sep 2015 - May 2019

I have learned how to develop and implement quality assurance programs, how to conduct quality audits, and how to manage a quality assurance department.

## CERTIFICATES

### Certified Software Quality Analyst (CSQA)

Aug 2020

### Certified Tester Foundation Level

Apr 2019

## MEMBERSHIPS

American Society for Quality (ASQ)

International Organization for Standardization (ISO)