MARTIN TENNANT

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QUALITY ASSURANCE EXECUTIVE

Senior-level manager with proven track record in driving business-process improvements for Fortune 100 and 500 clients in telecommunications industry.

SUMMARY

Accomplished QA professional with 15+ years of progressive experience and proven record of significant, successful contribution in quality management, project management, process improvement, business analysis/evaluation, product-development life cycle methodologies, supplier management, and quality-management systems, processes, standards, and systems in a wide range of organizations that previously had no standards or programs in place.

AREAS OF EXPERTISE

- Quality Assurance Management
- Continuous Improvement
- Website Development
- Organizational Change Management
- Corrective/Preventive Action
- Organizational Training
- ISO-9001:2000 Certification Management
- Green Belt-Trained
- Six Sigma and Digital Six Sigma
- Business Process Mapping
- Scorecard Development, Tracking and Reporting

- Organizational Process Librarian
- Facilitation
- Negotiation
- Supplier and Contract Management
- Malcolm Baldridge National Quality Award
- Supplier Continuous Improvement
- Customer Service
- Team Building and Reward Recognition
- Sales and Recruiting
- Internal Process and Product Auditor
- Program/Project Management
- Safety/Regulatory Compliance

PROFESSIONAL EXPERIENCE

Global Systems Quality Manager, REMOTEWORKS – Cupertino, CA, 2005 to present
- Oversaw wide variety of global quality operations and activities of 1,100+ engineers worldwide across seven major design centers and more than 15 internal departments, as well as many global support teams, including PMO, Outsourcing, Systems Integration, Test, and EIT.
- Led RemoteWorks to achieve Malcolm Baldridge National Quality Award.

Organizational Goal Management Manager – REMOTEWORKS – Cupertino, CA, 2002 to 2005
- Coordinated Organizational Performance excellence scorecard and goal management.
- Documented, tracked, and reported organizational performance excellence scorecard goals and metrics to senior-level management.

ISO-9001:2000 Certification Manager – REMOTEWORKS – Cupertino, CA, 2000 to 2002
- Performed in Lead Auditor role.
- Developed and institutionalized ISO- and SEI-compliant process for managing organization's ISO-9001:2000 certification; developed and delivered ISO audit training, reducing organizational findings from 10 significant findings (non-conformances and remarks) to one or fewer minor findings yearly.

Global Quality Group Compass Knowledge Champion – REMOTEWORKS – Cupertino, CA, 1997 to 2000
- Maintained Global Quality Group Compass Web site, including set-up, maintenance, tech issues, and support.

Quality Systems Management Manager – REMOTEWORKS – Cupertino, CA, 1994 to 1997
- Developed and institutionalized numerous ISO- and SEI-compliant organizational Web-based processes on page processes, as well as quality manual, quality manual implementation processes, and QMS policies across organization and throughout all design centers and regional sites.
- Participated in developing continuous organizational review board and processes, as well as developing and institutionalizing organizational common-process architecture and process-element definitions.
- Reduced cycle time of performing product audits from one staff-month down to a half a staff-month.
- Developed and implemented supplier system-level quality-assurance plan template.
- Played key role in developing cross-sector defect-management schema.

Product Safety and Regulatory Manager – REMOTEWORKS – Cupertino, CA, 1993 to 1994
- Developed and implemented from scratch product-development and customer-inquiry safety and regulatory program and processes, including EPP, for global infrastructure products.
- Designed and implemented internal and customer product safety reporting process to track, monitor, and continually improve product-development practices.
- Selected as member of Sector Product Safety and EPP councils and helped define product safety compliance goals.

Training Program Manager – REMOTEWORKS – Cupertino, CA, 1990 to 1993
- Developed and institutionalized ISO- and SEI-compliant organizational training program; assisted in developing and delivering 100+ internal training classes based on quality and technical engineering topics.
- Managed employee training plan development of 1,100+ engineers globally to achieve 100 percent compliance.
- Increased employee training record accuracy by 85 percent by implementing training-program processes.
- Reduced training "No Show" and "Late Cancellation" charges by 75 percent by implementing quarterly training reports.

Quality Assurance Director - Project Management – BELLSOUTH – Atlanta, GA, 1987 to 1990
- Contributed to budget savings of $14 million while managing test program and leading it to completion a month ahead of schedule.
- Tested management facilitation and project-management support for six business units simultaneously, as well as testing more than 57 applications.
- Strengthened business-unit relationships and ensured timely delivery of quality deliverables.
- Earned Pinnacle Award.

Software QA Manager/Project Manager –SOUTHEAST MEDICAL ASSOCIATION – Atlanta, GA, 1986 to 1987
- Designed and implemented from the ground up, SMA division-wide structured QA-testing process, including Unit, Integration, User Acceptance and Performance; and SDLC methodology across eight major business units, applications of which touched every aspect of organization.
- Developed Quality and Test management system and organization from ground zero, including Project QA time estimation and process-improvement identification and tracking.
- Created and implemented division defect management and configuration management procedures.

EDUCATION and CERTIFICATION

Bachelor of Science in Computer Science, Georgia State University, Atlanta, GA, 1986

RAB Accredited Lead ISO 9001:2000 Auditor Certification, Success Partnership, Ltd., Atlanta, GA, 1999

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