

# Carlos De Jesús

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## Objective

Dedicated and loyal individual pursuing a career within a progressive company that continually strives to improve their processes, image, and market share through the use of innovative ideas and utilizing new technologies.

## Experience

*Widex Hearing Aid Company, Inc*

*Long Island City, NY*

*January 2007- Present*

*Web Content Administrator*

Given a project to manage which had been stagnant for three years and completed its design, development and deployment through the coordination and collaboration of two outsource companies in six months where it was launched nationally at the American Academy of Audiology Conference in Washington, D.C. under budget. Continuing to evolve our web presence to offer our customer's a more complete user experience.

- ◇ Established protocol in delivering content to the web throughout the company's resources.
- ◇ Streamlined internal ordering between production departments and the stock/supply department by using a concept (JIT-Just in Time) I learned in my previous position and applied it with the use of the web.
- ◇ Improved the quality and speed of communications between headquarters and the national sales force through the use of RSS and a secured online blog.
- ◇ Trained various internal personnel including Technical Support, and Customer Relations Representatives on the use of the web tools available for our customers and basic technologies such as HTML.
- ◇ Review and report on the potential use of future and current technologies to improve our company's image and customer's satisfaction.
- ◇ Lead meetings and presentations regarding the company's presence on the web, its future position and strategies to establish larger market share and an overwhelming 96% customer approval rating.
- ◇ Established an eSeminar Program with an external partnership facilitating customers to acquire CEU's through our pre-recorded seminars to maintain their requirements for their credentials.
- ◇ Absorbed the consumer static website from its outsource into an complete integration with our business system and converted it into a dynamic site.
- ◇ Converted a manual process of referrals with a lead time of 3-4 days into a online user look-up which gives referrals instantly utilizing our business system.

*May 2001- December 2006*

*Quality Assurance Analyst/Lead Internal Auditor/Project Manager*

Implemented and continuously maintain ISO 9001 compliant Quality Management System (QMS). Develop and design numerous systems to support the requirements of the Standard. Manage and mentor a team of Internal Auditors, review all Internal Audits and issue Corrective or Preventive Actions as needed. Generate and analyze data on manufacturing and performance. Conduct quarterly Management reviews for Executive Management to report status of the QMS.

- ◇ Introduced Time and Flow/Motion Studies as a method of determining integrity of process improvements while Developing metrics which reduced lead time from fourteen days to our present seven days
- ◇ Created a defect reporting application using the company's business system, allowing the ability to analyze details including product, technician, date range resulting in an average increase of acceptance of four percent per technician

- ◇ Designed and built custom applications, and established systems managing Document Control Administration, Training and Skills Control, Quality Acceptance, Internal Error Reporting, and Budget Control
- ◇ Project Manager for an E-business solution geared towards Doctors and Hearing Professionals, coordinating with several companies

*May 2000- May 2001*

*Special Services Representative*

Responsible for assessing customers' issues; provided technical and procedural support for all Sales Representatives and Production departments. Report on trends which occur between the manufacturing departments and customer's ever changing requirements.

*Feb 1998- May 2000*

*Shell Laboratory Technician*

Structural modification specialist for VIP clients and high profile orders; provided technical assistance within the production departments; responsible for training all new staff members within department; documented all shell manufacturing procedures for the company's FDA manual prior to the implementation of ISO 9001.

**Skills**

Proficient in the following applications

- ◇ Microsoft Word 2007
- ◇ Microsoft Excel 2007
- ◇ Microsoft Access 2007
- ◇ Microsoft Power Point 2007
- ◇ Microsoft Outlook 2007
- ◇ IBM Lotus Notes 8,5
- ◇ IBM WebSphere 6.0
- ◇ Adobe Acrobat Pro 9.0
- ◇ Adobe Photoshop CS4
- ◇ Adobe Bridge CS4
- ◇ Adobe Dreamweaver CS4
- ◇ Adobe Fireworks CS4
- ◇ Adobe Illustrator CS4

Familiar with the following

- ◇ Adobe After Effects CS4
- ◇ Adobe Premier Pro CS4
- ◇ Adobe Soundbooth CS4
- ◇ Adobe Flash CS4
- ◇ Adobe InDesign CS4
- ◇ IBM System 2000

Fluent in Spanish

Strong communication and organizational skills; Self-motivated; multi- tasking; goal oriented; team player

**Education**

*LaGuardia Community College, City University of New York*

*2009-Present*

*Pursuing an Associate of Applied Science Degree*

*Major: New Media Technology*

*John Jay College of Criminal Justice, City University of New York*

*1997-2002*

*Studied Forensic Psychology -Completed 32 Credits*