

Zain Benson

Senior Quality Assurance Specialist

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SUMMARY

Quality assurance professional with five years supporting accurate documentation, **process monitoring**, quality reviews, **operational analysis**, and continuous improvement. Work has strengthened recordkeeping, reporting workflows, process controls, and stakeholder communication across **quality assurance** and professional services environments. Current responsibilities include applying established procedures, reviewing information for accuracy, analyzing findings, maintaining required records, and helping teams resolve operational issues. Earlier analytical work built a practical foundation in documentation, software supported workflows, reporting, and process improvement. Familiarity with **food safety**, HACCP, GMP, GFSI, microbiology, auditing, and manufacturing practices supports disciplined quality work and informed collaboration. Clear communication and organized follow through help translate findings into useful action. This background can support reliable reviews, consistent records, and stronger operating processes for a quality focused organization.

EXPERIENCE

Quality Assurance Specialist

Northstar Operations Group 📅 January 2024 - Present 📍 Chicago, IL

Lead quality assurance activities across established procedures, documentation workflows, process controls, reporting, stakeholder reviews, and continuous improvement efforts. Support reliable operational decisions through accurate analysis and disciplined record maintenance.

- Managed **quality assurance** reviews using established procedures, improving consistency across operational records.
- Rebuilt documentation workflows, giving stakeholders clearer reports and faster issue follow through.
- Analyzed process information for operational decisions, strengthening confidence in review findings.
- Maintained required records and process controls, supporting audit readiness and dependable daily execution.
- Partnered with stakeholders on issue resolution, turning review findings into practical process improvements.
- Supported continuous improvement initiatives, helping teams apply quality standards across recurring workflows.

Professional Services Analyst

Northstar Operations Group 📅 January 2022 - December 2023 📍 Chicago, IL

Supported daily professional services operations through reporting, documentation, information review, software supported workflows, stakeholder communication, and process improvement initiatives. Built analytical discipline that supports accurate **quality assurance** work.

- Prepared operational reports and documentation, improving visibility into daily service requirements.
- Reviewed information for accuracy, catching inconsistencies before stakeholder decisions were finalized.
- Applied domain methods and software tools, keeping recurring analytical workflows organized and dependable.
- Supported **process improvement** efforts, helping teams simplify routine work and maintain established procedures.
- Communicated findings to stakeholders, connecting analytical observations with practical operational action.
- Handled daily operational requirements, building reliable follow through across competing service needs.

PROJECTS

Quality Records Improvement 📅 2025

Improved documentation and reporting workflows through structured reviews, clearer records, and practical process controls. Work supported more consistent quality decisions.

Operational Review Framework 📅 2023

Built an analytical review approach for recurring information checks, stakeholder reporting, and process improvement. Focus remained on accuracy and dependable execution.

LEADERSHIP & AWARDS

- Quality Review Recognition, acknowledged for dependable documentation and consistent follow through during operational reviews.
- Process Improvement Recognition, recognized for practical reporting updates and constructive stakeholder collaboration.
- Leadership Contribution, trusted to support issue resolution and continuous improvement across recurring workflows.

EDUCATION

Bachelor's Degree in Business Administration

University Program 🎓 GPA: 3.5 📅 2021 📍 Chicago, IL

Coursework: Quality assurance, business analysis, operations management, process improvement, documentation

CERTIFICATIONS

- HACCP Food Safety Certification 📅 2026
- GMP Manufacturing Practices Certification 📅 2026

TECHNICAL SKILLS

- **Quality Systems:** Quality assurance, quality standards, quality reviews
- **Food Safety:** Food safety, HACCP, GMP
- **GFSI Practices:** GFSI, food safety systems, manufacturing standards
- **Microbiology:** Microbiology, contamination review, laboratory records
- **Auditing:** Auditing, audit records, corrective actions
- **Manufacturing Quality:** Manufacturing, process controls, production records
- **Documentation Tools:** Documentation, reporting workflows, required records
- **Analysis Tools:** Operational analysis, information review, findings analysis
- **Process Management:** Process monitoring, established procedures, continuous improvement
- **Communication Tools:** Stakeholder communication, issue resolution, quality reporting

SKILLS

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|---------------------|-----------------|------------------------|-----------------------|
| • Quality assurance | • GFSI | • Documentation | • Process improvement |
| • Food safety | • Microbiology | • Process monitoring | • Communication |
| • HACCP | • Auditing | • Quality reviews | • Organization |
| • GMP | • Manufacturing | • Operational analysis | |

PROFESSIONAL AFFILIATIONS

- Quality assurance and operations professional community participant, sharing practical approaches to documentation and process review.
- Food safety and manufacturing quality learning community participant, building knowledge across HACCP, GMP, GFSI, and auditing.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST