

# Ryan Marsh

SERVICE QUALITY MANAGER

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 202-555-0120

 Chicago, Illinois, US

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## Skills



## Languages



## Awards

Recognition Appreciation  
from CEO - Silver Award  
2019-2020  
PT Allianz Life NY

Finalist of "Mahasiswa  
Berprestasi FISIP  
Universitas 2011 NY" -  
Social Society  
University of NY

PPA/ BBM Scholarship  
2009-2010  
University of NY

## Summary

Possess six years of professional experience as Service Quality. Comprehensive written and verbal communication skills. Ability to work independently as well as part of a team.

## Experiences

### Service Quality Assistant Manager

PT Allianz Life NY *Jan 2017 - Present*

- Create customer journey mapping for customer
- Identify service gaps in customer experience touchpoints and develop reinforcement initiatives to enhance customer experience
- Work closely with key stakeholders in sales, operation, and other workstreams to understand the challenges and customer pain points and provide insights for improvement
- Conduct customer experience survey
- Analyze reports, collect customer feedback and identify strategies to enhance customer experience

### Service Quality and Improvement Senior Staff

PT Dwidaya World Wide *Jul 2016 - Dec 2016*

### Service Quality Staff

PT Equity Life NY *Feb 2015 - Jul 2016*

### Service Quality Officer

PT Bank ANZ NY *May 2013 - Feb 2015*

## Education

### Social Science and Political Science Faculty

San Jose State University *Sep 2008 - Jan 2013*

## Projects

1. Staff Engagement - Listen To Customer Program (2017-2019)
2. Love Letter - Customer Testimony Campaign 2019

## Certifications

### Graphic Design and Digital Imaging

HelloMotion Academy *May 2019 - Aug 2019*

### Train The Trainee - Service Excellence Culture

Learning Resources Indonesia *Mar 2018 - Mar 2018*

# The High Quality Manager

**Arthur G. Bedeian**



## **The High Quality Manager:**

**The high quality manager** Alfred Tack,1982      **Quality Management Principles and Policies in Higher Education** Baporikar, Neeta,Sony, Michael,2019-08-02 One of the key elements in determining the socio economic significance of education is quality Quality management plays an integral role in higher education by ensuring that quality benchmarks are being met thereby attributing to its prestige increased enrollment and student success Quality management policies must be successfully implemented for the institution to thrive With quality management still in the growing stage research is needed regarding the applications challenges and benefits of these policies within advanced academics Quality Management Principles and Policies in Higher Education provides emerging research exploring the theoretical aspects of quality management policies and applications within the educational field Featuring coverage on a broad range of topics such as faculty involvement administration practices and critical success factors this book is ideally designed for educators administrators educational consultants researchers policymakers stakeholders deans provosts chancellors academicians and students seeking current research on successfully implementing quality management systems in teaching learning and administrative processes      **Quality Management Implementation in Higher Education: Practices, Models, and Case Studies** Sony, Michael,Karingada, Kochu Therisa,Baporikar, Neeta,2019-08-02 Although initially utilized in business and industrial environments quality management systems can be adapted into higher education to assess and improve an institution s standards These strategies are now playing a vital role in educational areas such as teaching learning and institutional level practices However quality management tools and models must be adapted to fit with the culture of higher education Quality Management Implementation in Higher Education Practices Models and Case Studies is a pivotal reference source that explores the challenges and solutions of designing quality management models in the current educational culture Featuring research on topics such as Lean Six Sigma distance education and student supervision this book is ideally designed for school board members administrators deans policymakers stakeholders professors graduate students education professionals and researchers seeking current research on the applications and success factors of quality management systems in various facets of higher education      **Quality management manual for production of high quality cassava flour** ,      *Global Supply Chain Quality Management* Barbara B. Flynn,Xiande Zhao,2014-11-21 This book draws together key insights from the relevant literature across diverse disciplines and presents detailed research case studies of six extended global supply chains in three industries toys food and pharmaceuticals These case studies cover U S companies with supply chains that extend into China and include the perspectives of U S and Chinese executives The book then presents a conceptual model that synthesizes the literature and case studies and describes the ways in which alternative product recall strategies influence consumers perception of an organization s corporate social legitimacy and consumers future purchasing behaviors      **Meeting the Challenges of Data Quality Management** Laura Sebastian-Coleman,2022-01-25

Meeting the Challenges of Data Quality Management outlines the foundational concepts of data quality management and its challenges. The book enables data management professionals to help their organizations get more value from data by addressing the five challenges of data quality management: the meaning challenge (recognizing how data represents reality), the process quality challenge (creating high quality data by design), the people challenge (building data literacy), the technical challenge (enabling organizational data to be accessed and used as well as protected), and the accountability challenge (ensuring organizational leadership treats data as an asset). Organizations that fail to meet these challenges get less value from their data than organizations that address them directly. The book describes core data quality management capabilities and introduces new and experienced DQ practitioners to practical techniques for getting value from activities such as data profiling, DQ monitoring, and DQ reporting. It extends these ideas to the management of data quality within big data environments. This book will appeal to data quality and data management professionals, especially those involved with data governance across a wide range of industries, as well as academic and government organizations. Readership extends to people higher up the organizational ladder: chief data officers, data strategists, analytics leaders, and in different parts of the organization: finance professionals, operations managers, IT leaders who want to leverage their data and their organizational capabilities, people processes, technology to drive value and gain competitive advantage. This will be a key reference for graduate students in computer science programs which normally have a limited focus on the data itself and where data quality management is an often overlooked aspect of data management courses. Describes the importance of high quality data to organizations wanting to leverage their data and more generally to people living in today's digitally interconnected world. Explores the five challenges in relation to organizational data, including Big Data, and proposes approaches to meeting them. Clarifies how to apply the core capabilities required for an effective data quality management program: data standards definition, data quality assessment, monitoring and reporting, issue management, and improvement, as both stand alone processes and as integral components of projects and operations. Provides Data Quality practitioners with ways to communicate consistently with stakeholders.

[Proceedings of the 23rd International Conference on Industrial Engineering and Engineering Management 2016](#) Ershi Qi, Jiang Shen, Runliang Dou, 2017-03-07. International Conference on Industrial Engineering and Engineering Management is sponsored by Chinese Industrial Engineering Institution CMES, which is the unique national level academic society of Industrial Engineering. The conference is held annually as the major event in this area. Being the largest and the most authoritative international academic conference held in China, it supplies an academic platform for the experts and the entrepreneurs in International Industrial Engineering and Management area to exchange their research results. Many experts in various fields from China and foreign countries gather together in the conference to review, exchange, summarize, and promote their achievements in Industrial Engineering and Engineering Management fields. Some experts pay special attention to the current situation of the related techniques application in China, as well as their

future prospect such as Industry 4.0 Green Product Design Quality Control and Management Supply Chain and logistics Management to cater for the purpose of low carbon energy saving and emission reduction and so on They also come up with their assumption and outlook about the related techniques development The proceedings will offer theatrical methods and technique application cases for experts from college and university research institution and enterprises who are engaged in theoretical research of Industrial Engineering and Engineering Management and its techniques application in China As all the papers are feathered by higher level of academic and application value they also provide research data for foreign scholars who occupy themselves in investigating the enterprises and engineering management of Chinese style

**Total Quality Management** Peratec Ltd,1994-04-30 Quality is a customer issue It arises because customers require products and services which not only meet their performance requirements but are satisfactory in terms of safety length of working life and pride of ownership In a manufacturing organization therefore the achievement of quality standards is not restricted to the production departments It extends to all parts of the business from conceptual design to marketing from order processing and distribution A quality product is not just a solidly made item dating from the days when Made in Britain distinguished goods from all the inferior products coming out of the emerging industries of the Far East It is a product which ranks high against all the criteria which sophisticated consumers now use to evaluate the things they buy If you agree with the argument that a company is much more likely to produce high quality if all departments are motivated to achieve high quality results then you already have a good understanding of the basic principles of Total Quality Management TQM But TQM is not a quick fix or a magic cure It is a management technique designed to involve all parts of the business in the pursuit of and commitment to the highest quality result By involving everyone from the Chief Executive to the most junior employee in the company's objectives in a way which means something in their particular job the company is well on the way to achieving the best results its workforce can achieve

*Quality Management for the Technology Sector* Joseph Berk,Susan Berk,2000-06-30 There are many standards methods and perhaps most confusing but most importantly of all acronyms in use in the field of quality management and especially so in the field of technology based products From the seemingly simple concepts of ISO 9000 and the military MIL standards from which that grew to statistical and analytical methods like Statistical Process Control SPC the range of complexity and compliance is staggering What the average quality engineer or manager needs is a simple guide to what these are how they relate to one another and most critically how to take advantage of and implement the benefits of each This book provides that guidance Written by a quality consultant with over 20 years experience in precisely these fields including work with the US Defense Department Boeing Lockheed Martin Raytheon and many other leading companies this book provides an easily digestible toolbox of solutions to quality and management problems for every engineer manager and even student looking for those answers for the medium to high technology sector manufacturing company This is a highly practical book which includes all the major topics in quality as well as case studies

from relevant real world situations yet without the need to wade through reams of reference materials and international standards verbiage If you need to get to the bottom of problems like these you need this book Targetted at the Technology company engineer and quality manager Highly illustrated comprehensive subject coverage Practical examples and case studies used throughout

Management Arthur G. Bedeian,1993 **New York Produce Review and American Creamery** ,1920 *The Fruit Products Journal and American Food Manufacturer* ,1923 Industrial Management John Robertson Dunlap,Arthur Van Vlissingen,John Michael Carmody,1922 The Scottish Farmer ,1921 **Factory** ,1916 Vols 24 no 3 v 34 no 3 include International industrial digest **Printers' Ink; the ... Magazine of Advertising, Management and Sales** ,1902 **Factory and Industrial Management** ,1929 Total Quality Management in the Chemical Industry G. R. Turner,R. P. Hadfield,Society of Chemical Industry (Great Britain),1994 Total Quality in the Chemical Industry relates first hand experiences of both successes and the difficulties encountered in following the Total Quality philosophy It is complementary to existing how to guides illustrating the way this philosophy works in actual practice The book begins with a brief introduction to the subject and goes on to describe real examples of the implementation of total quality management in industry in both manufacturing and research The bulk of the papers cover developments in the chemical industry but other industries are represented as well and the companies featured in the examples are widely recognized as being leaders in Total Quality Management TQM TQM is currently under criticism as being another management philosophy which fails to deliver yet this book shows that success can be gained and that the potential rewards are well worth the effort Total Quality Management in the Chemical Industry is essential reading for managers section leaders and safety professionals in the chemical industry and in most manufacturing industries as well

**Organization and Management of Local Livestock Shipping Associations in Minnesota** Edwin William Gaumnitz,John Donald Black,1922 **Farmer's Weekly** ,1924

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