



VALERIE CHILDRESS

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SUMMARY

Experienced Quality Systems Supervisor skilled in developing, implementing, improving, and successfully executing Quality Management Systems. Over 20 years experience working in the medical device industry and 10 years experience administering Quality Management Systems.

SKILLS

- Quality Management Systems (IQVIA-SmartSolve)
- Training/Document Management
- Microsoft Office Suite
- Strong knowledge of ISO 9001
- Verbal/written communication
- Critical thinking
- Troubleshooting and maintenance
- Staff development

EXPERIENCE

Quality Systems Supervisor / AlloSource - Centennial, CO

03/2020 – 07/2024

- Manage, develop, and maintain quality systems related to training compliance and document control.
- Lead and provide guidance to a team of Quality System Specialists.
- Effectively train, mentor and advise all company personnel on the QMS (SmartSolve).
- Collaborate with department managers to develop and maintain training plans.
- Establish system process set-up requirements and resolve discrepancies as needed.
- Prepare and execute validation testing protocols to drive system improvements.
- Track, trend, and present metrics at management review quarterly meetings.
- Participate in internal and external audits regularly.

Senior Quality System Specialist / AlloSource - Centennial, CO

06/2016 - 03/2020

- Effectively managed and maintained all aspects of the document control process within the QMS (SmartSolve).
- Performed administrator reviews on change orders and routed documents.
- Verified accuracy of document training certification information and training role requirements.
- Managed the periodic annual document review process.
- Provided end user system support to the organization.
- Compiled/analyzed data presented at quarterly management review meetings.
- Established, managed and maintained document control related procedures.
- Approved and performed system configuration administrative updates.

Regulatory Document Specialist / AlloSource - Centennial, CO

09/2012 - 06/2016

- Served as the lead administrator for the document control process within the QMS (SmartSolve).
- Ensured system compliance with organization and regulatory requirements.
- Reviewed documents electronically to verify spelling, punctuation, and formatting.
- Ensured data integrity and document accessibility.
- Provided training and continuous end user support for all levels of company personnel.
- Established and maintained system set up tables related to DMS/LMS.

EXPERIENCE (Continued)

Document Administrator / AlloSource - Centennial, CO

2/2012 – 9/2012

- Administered the AlloSource Electronic Documentation Management System (EDMS).
- Assured document received appropriate review and approval.
- Provided correct distribution and retrieval of controlled documents and records.
- Served as the organization's document system expert during internal and external audits.
- Ensured data integrity and document accessibility.
- Provided training and continuous end user support for all levels of company personnel.
- Managed and maintained Document Management related policies and procedures.
- Provided periodic productivity and compliance reports to Management..
- Collaborated with a governance committee to implement process changes and improvements to increase system effectiveness and end user satisfaction.
- Ensured EDMS service output met customer requirements.

Supply Chain Production Control Review Trainer / AlloSource - Centennial, CO

6/2007 - 2/2012

- Assessed employee technical performance and made recommendations to Area Management.
- Identified training issues and work with Area Management on potential solutions.
- Served as subject matter expert in the Production Control Review process and conducted employee training.
- Oversaw training plan accuracy and compliance, and maintained training records.
- Participated in the development and implementation of new products and processes through collaboration with Engineering and R&D departments as needed.
- Evaluated training needs and developed training materials to ensure increased comprehension for all learning styles.

Production Control Reviewer: Levels, 1, 2 & 3 / AlloSource - Centennial, CO

10/2001 – 6/2007

- Performed quality documentation reviews on donor processing records/lab results.
- Ensured monthly production demands were met or exceeded.
- Streamlined production processes regularly to maximize efficiency.
- Corresponded professionally with laboratory contacts on a regular basis.
- Generated monthly reports reflecting production figures and demands.

Database Specialist / AlloSource - Centennial, CO

10/2000 -10/2001

- Administered the initial steps required for production input into the database system.
- Performed timely and accurate data entry of confidential donor information.
- Generated monthly reports reflecting production figures and demands.
- Updated, tracked, and trended monthly production quotas.

EDUCATION AND PROFESSIONAL DEVELOPMENT

Arapahoe Community College, Littleton, CO - General Studies, 2000-2002

American Association of Tissue Banks Certification - 2000

IQVIA SmartSolve QMS Fusion Conference, Clearwater Beach, FL - 2014, 2016

Completed Coursework: QMS Administration, Training Development, Document Management, Auditing, Leadership, Technical Writing