
Wanda Hills

5455 Caldorwood Road ♦ Cumming, GA 30040 ♦ 850-218-3272 ♦ wdahills@att.net

SUMMARY OF QUALIFICATIONS

- Highly regarded professional whose accomplishments reflect strong leadership ability, an organized solution-oriented mindset, and the ability to recognize and act on improvement opportunities.
- Veteran, United States Air Force
- One (1) year of Supplier Quality Engineering duties.
- Six (6) years of administration expertise with four years serving the Wing Base Commander, United States Air Force; coordinating meetings, plans, schedules, and documentation control and management. In this role, I was recognized as one of the top three administrators ranked from below the zone, which was considered a top honor. Excellent problem-solving skills with a strong orientation in customer service and satisfaction. Able to work under pressure in fast-paced, time-sensitive environments.
- Eleven (11) years as a professional Dental Assistant serving general partitioners, Endodontist, Oral Surgeon, and Pediatric dentists. Specialized in Customer Service and orientation, administration of patient digital records using various software systems (i.e., Eagle Soft, Carestream, Dentrix). Certified x-ray technician
- Twelve (12) years of Project Management and Event Consulting expertise serving large corporations, the private sector, and personal events such as weddings and special occasions. Certified by the American Bridal Consultant (ABC) with expertise in planning, scheduling, budget management, and program coordination. Successful record of delivering solid and sustainable improvements in efficiency, productivity, quality, and profits through aggressive turnaround leadership, product development innovations, best-in-class operations, and cost-reduction alternatives.
- Four (4) years of Administration experience serving as a local Youth Director. Expertise included designing and modeling youth programs for the advancement of youth in preparation for college or the next academic level. Budget preparation and management, development of training material and youth program course work, reporting to executive leadership on program status, and validating the program objectives were being met.
- Six (6) years of self-employment for a Christian retail business. Specialized in Marketing, Customer Service, billable services related to retail, developed a relationship with buyers, managed merchandise ordering. Business Leader who consistently implements solutions on time while keeping an eye on the bottom line. Excellent problem-solving skills with a strong orientation in customer service and satisfaction. Able to work under pressure in fast-paced, time-sensitive environments.

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RELEVANT EXPERIENCE

L3Harris Technologies

Supplier Quality Engineer

August 2022 - September 2023

Summary: Provide supplier performance data and suggestions for improvement and provide end-to-end visibility of the supply chain utilizing Quality Engineering principles.

- Audit suppliers production performances rating and develop action plans to correct delivery and performance overall rating.
- Work with supplier as non-conformances arises and direct them to reduce variability, increase reliability and on-time delivery, provide end-to-end product visibility.
- Focus on problem prevention, supplier quality control, continuous improvement, data collection and reporting, along with Supplier Corrective and Preventative Action related to material quality issues.
- Facilitate Part/Process Qualification by suppliers.
- Review and identify discrepancy within First Article Inspection Plans and methods. Inform Engineer department when additional information/procedure are needed to assist with production or supplier clarification
- Weekly management and report to upper leadership of the company's current turnover status of all non-conformances
- Work with Receiving Inspection Department when discrepancies are presented by tracing and correcting material faults.
- Work with engineering, suppliers, and manufacturing to ensure a smooth transition from concept to prototype to production on materials new products.
- Support Product Procurement team by assisting with the identification and evaluation of new suppliers.
- Review Bill of Material (BOM), CAD drawings, and develop mitigation plans that reduce the likelihood of quality or delivery issues.
- Visit Suppliers to develop product corrective checklist list and ensure suppliers are adhering to company's AS9100 and IPC-A-610 requirements

Nuvia Dental Implant Center, Marietta GA. (Base Salary & Commission) Sales, Smile Consultant

April 2022 - July 2023

Summary: Solely responsible for the company's Atlanta region sales performance related to 100% dental replacement services at an average cost of \$54K per client. Responsibilities include but are not limited to: 1) Customer Care and Service. 2) Client financing through various banking institutions. 3) Electronic documentation and control reporting performance directly to senior leadership. 4) CRM entries documenting client information and follow-up contact protocol closing pending sales. 5) Client scheduling and ensuring the customer experience has been pleasant, professional, comprehensive, and transparent. Report directly to the regional director with a monthly sales objective of \$1M.

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Pinnacle Endodontics

Endodontic Assistant

June 2017 - April 2022

Additional Title: Lead Surgical Assistant

Summary: Train and monitor all dental assistants, ensuring all Pinnacle and OSHA (Occupational Safety and Health Administration) guidelines are adhered to. Monitor all surgical supplies allowing for smooth daily procedures. Assist Dentist with all stages of Endodontic and surgical procedures.

4 Your Occasion Events Planner

Project Manager: Worked full time in conjunction with other employment May 2001 - November 2016

Summary: Creating long-and short-term plans, including setting targets for milestones and adhering to deadlines, delegating tasks on the project to employees best positioned to complete them. Making effective decisions when presented with multiple options for how to progress with the project. Serving as a point of contact for clients to vendors to ensure team actions remain in synergy. Communicating with vendors to keep the project aligned with the client's goals. Performing quality control on the project throughout development to maintain the standards expected. Adjusting schedules and targets on the project as needed or financing for the project change. Coordinated after-action reports of successes, costs, and saving avoidance.

Dr. Olivier Broutin DMD, Implants, Cosmetic & Family Dentistry

Dentist Assistant

May 2016 - Aug 2016

Summary: Assist in extensive Dental Implants restorations phases, performed initial scanning of oral health before treatment. Input Dentist's notes, record all medicine for pre/post-surgery, schedule needed follow-up appointments.

Dr. Margherita DeMoya, DDS, Pediatric Dentist

Pediatric Dentist Assistant

June 2007 – May 2010

Summary: Worked with small children ages ten months - eighteen years of age, ensuring a calm working environment for both the Dentist, the patient, and their parents. Assist in extensive amalgam, extractions, composites fillings, sealants, and metal crowns. Dental charting; ensuring daily activities were recorded for Dentist review. Proficient in taking digital x-rays and adding to patients' computerized files.

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RELEVANT EXPERIENCE

United States Air Force, Hurlburt Field Air Force Base

Information Manager for Base Commander - 1 of 3 Executive Administration Selected

November 1996 - November 2000

Summary: Assisted with based Commander's calendar and travel arrangements. Performed, supervised, and managed information management (IM) tasks and activities. Implemented policy directives and instructions to manage information through its life cycle. Managed/Coordinated monthly Squadrons Awards ceremonies. Performed workgroup administration duties. Helped conduct information analysis to determine proper information flow. Operated office automation equipment. Operated records staging area and record information management system database. Operated publication distribution office and publication distribution office system. Filled requirements, packages, and distributed publications and forms. Performed and assisted in planning and programming functions such as wartime and contingency needs, resource management. Maintained publication sets and libraries. Operate the Base Information Transfer Center. Processes, controls, and delivers administrative.

SKILLS / CORE COMPETENCIES

- Excellent negotiation and interpersonal communication skills
- Solid record of accomplishment initiating operational/organizational changes to improve performance
- Organized and systematic. A go-getter who gets the job done, remaining cool and calm under pressure, strong organizational skills
- A respected leader who readily takes the initiative to solve problems and improve business operations
- Demonstrated commitment to maximizing efficiency and productivity in the workplace
- Project Lifecycle Management
- Project Scheduling
- Team Building and Leadership
- Project Budgeting and Cost Controls; Extensive experience in formulating and tracking annual operating budgets.
- Requirements Definition and Analysis

AREAS OF PROFICIENCY

- Management /Administration
- Customer Service
- Fiscal Management / Budgeting
- Project / Program Management
- Staff Development / Empowerment; Strong supervisory skills and ability to motivate employees to perform at maximum efficiency
- Microsoft Office applications (word, excel, PowerPoint, and project)

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- Operating from remote sites CONUS/OCONUS locations
- Communicating effectively with contractors providing feedback to affect both process and quality improvements

EDUCATION / CERTIFICATIONS

- AA Degree, San Bernardino, Valley College, CA
- Currently enrolled at Troy State University pursuing BA in Business Administration
- Certification in Events & Wedding Planning - Penn Foster University
- Active CPR Certification
- Clearance when Active Duty: “Secret”