

# J. WAYNE GRAVES JR.

## QUALITY ASSURANCE LEAD | QUALITY GOVERNANCE | PROCESS AUTOMATION

Tampa, FL | 813-952-0883 | [jwaynegravesjr@gmail.com](mailto:jwaynegravesjr@gmail.com) | Portfolio: [jwaynegravesjr-ctrl.github.io/Portfolio/](https://jwaynegravesjr-ctrl.github.io/Portfolio/) | GitHub: [github.com/jwaynegravesjr-ctrl](https://github.com/jwaynegravesjr-ctrl)

### PROFESSIONAL SUMMARY

Quality assurance leader directing quality operations for 80 employees, including auditors, quality analysts, and trainers, in a regulated healthcare environment. Combines audit governance, root-cause analysis, Lean process improvement, and cross-functional collaboration with hands-on HTML workflow development and Python reporting automation. Quality initiatives have reduced targeted handling errors, lowered onboarding client escalations by 30%, and saved approximately 10-12 hours of manual analysis. Selected self-directed portfolio work includes Power BI reporting and data storytelling using synthetic genetics data.

### CORE COMPETENCIES

Quality Assurance | Quality Leadership | Quality Governance | Audit Program Oversight | Quality Monitoring | Root-Cause Analysis | Failure Trend Analysis | Corrective and Preventive Actions (CAPA) | Error Prevention | Risk Identification | Regulatory Compliance | Lean Process Improvement | Escalation Management | Quality Reporting | Team Leadership and Coaching | Cross-Functional Collaboration

### TECHNICAL SKILLS

Automation and Development: Rule-based HTML workflow tools; Python scripting and Excel-based audit analysis

Data and Reporting: Power BI reporting and data storytelling (self-directed portfolio project); Microsoft Excel; daily and on-demand reporting

Methods and Enablement: Root-cause analysis/process improvement; quality governance/CAPA/frontline enablement; AI tool enablement

### PROFESSIONAL EXPERIENCE

#### WIPRO LIMITED | Tampa, FL

Quality Lead | 2022-Current

- Direct quality operations for 80 employees, including auditors, quality analysts, and trainers, while driving quality, regulatory adherence, production, and service performance against client objectives.
- Create rule-based HTML workflow tools that guide agents through complex processes, flag incorrect selections, generate specialty-team request templates, and simplify decisions, reducing targeted handling errors.
- Develop Python scripts to analyze more than 2,000 Excel-based audit records, automate daily and on-demand reporting, and save approximately 10-12 hours of manual analysis.
- Categorize audit failure root causes, identify recurring trends, and track corrective and preventive actions through completion, enabling focused coaching that contributes to a 30% reduction in onboarding client escalations.
- Partner with client management, senior leadership, nurses, medical directors, Human Resources, and frontline teams to update processes, implement regulatory changes, and maintain 100% compliance with state-specific turnaround-time requirements.
- Apply Lean methodology and implement artificial intelligence tools to improve workflows; deliver targeted coaching, team refreshers, project-wide presentations, and client demonstrations on processes, regulations, tools, and quality outcomes.

#### ASHLEY FURNITURE INDUSTRIES | Tampa, FL

Customer Service Representative | 2021-2022

- Streamlined call-center workflows to improve operating efficiency and reduce customer wait times.
- Guided customers through website navigation and online ordering, resolving usability issues and supporting a more effective digital customer experience.

#### CONVERGYS | Tampa, FL

Technical Support Representative | 2015-2016

- Delivered remote hardware and software troubleshooting for Dell ProSupport customers through structured diagnosis and clear corrective guidance.
- Coached team members on troubleshooting and service best practices, strengthening knowledge sharing and service quality.

### SELECTED PORTFOLIO PROJECT

Synthetic Genetics Governance Report | Self-directed

Completed a Power BI portfolio report using synthetic genetics data to demonstrate governance reporting and data storytelling. Portfolio work only; not Wipro or client work.

### EDUCATION

HILLSBOROUGH COMMUNITY COLLEGE | Associate of Arts | 2013-2015

HCC Honors Society Honoree | GPA: 3.42

### CERTIFICATIONS AND TRAINING

Lean Methodology Training