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## Complaint Investigator Resume

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### Job Objective

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Accomplished Complaint Investigator searching for opportunity to put my skills and past experience to work to help company reach both short and long-term goals.

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### Highlights of Qualifications:

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- Vast experience in complaint handling, reporting and trending
  - Wide knowledge of FDA regulations, safety standards and regulatory compliance guidelines
  - Familiarity with FDA 21 CFR 820.198, QSRs, ISO 9001 and other medical device regulations
  - Proficient with Eclipse, Aria and 4DTC software
  - Exceptional ability to handle multiple tasks and conduct with accuracy and a high attention to detail
  - Ability to train and mentor local staff on quality, regulatory regulations and compliance issues
  - Strong ability to plan, schedule and prioritize own work routine to meet established schedule and support the activities of Q&R
  - Excellent written, oral communication and interpersonal skills
  - Proficient with computer and Microsoft Office
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### Professional Experience:

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Complaint Investigator, August 2005 – Present  
Philips, Wilmington, NC

- Assigned investigative tasks to analyze root cause and resolution of identified complaints.
- Collaborated with the Engineering, QE and support departments (SCS/SDL) to complete complaint analysis and compile investigation results.
- Generated Medical Device Reports (MDRs) and Vigilance Reports.
- Analyzed complaint data monthly to identify new and systemic issues as necessary.
- Prepared responses to customers and field as necessary per process.
- Provided training and guidance on reporting regulations.

Complaint Investigator, May 2000 – July 2005  
Medical Systems, Inc., Wilmington, NC

- Coordinated complaint data collection with customers, Application Specialists and local service personnel at technical investigation sites, as necessary.
  - Collaborated closely with Help Desk to re-create customer problems as necessary during complaint investigations.
  - Evaluated complaints to analyze whether an investigation is necessary and when appropriate, lead and participated in those complaint investigations.
  - Followed up with customers to evaluate adverse events and acquired other pertinent clinical information, as needed.
  - Performed peer reviews of complaint investigation documentation.
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### Education:

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Bachelor's Degree in Business Administration, Oberlin College, Oberlin, OH

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