

Miguel A. Senra

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PROFESSIONAL SUMMARY

I've spent my career in operations, quality, and leadership roles, with experience in both medical device manufacturing and business operations. At DePuy Synthes, I worked in document control and quality within a highly regulated environment, where I enjoyed improving processes and solving documentation challenges. Since then, I've continued leading teams and improving operations as a restaurant manager. I'm looking for a remote opportunity where I can bring my experience in quality systems, process improvement, and cross-functional collaboration to help strengthen quality systems, improve business processes, and support compliant operations.

PROFESSIONAL HIGHLIGHTS

- 15+ years of experience in operations, quality, and leadership
- 5+ years supporting quality systems and document control in a regulated medical-device environment
- Proven track record of improving processes and solving recurring operational problems
- Experience leading teams of approximately 20 employees in fast-paced environments
- Strong cross-functional collaboration with engineering, quality, manufacturing, and operations teams
- Bachelor's degree in Business Management
- Fluent in English and Portuguese

CORE COMPETENCIES

Operations Management • Process Improvement • Quality Management Systems (QMS) • Document Control • Regulatory Compliance • Electronic Document Management Systems (eDMS) • Cross-Functional Collaboration • Project Coordination • Team Leadership • Employee Development • Problem Solving • Microsoft 365 • SAP • Agile PLM • EtQ • JDE

PROFESSIONAL EXPERIENCE

Restaurant Manager

Fall River Grill | Fall River, MA

June 2017 – Present

- Lead daily operations for a high-volume restaurant generating over \$1 million in annual revenue while supervising and developing a team of approximately 20 employees.
- Led the evaluation, selection, and implementation of operational technology solutions by researching vendors, recommending systems, coordinating implementation, configuring the platform, administering user access, training employees, and providing ongoing system support.
- Expanded revenue channels by implementing partnerships with DoorDash, Grubhub, Uber Eats, and GotChew, while introducing digital scheduling and employee communication platforms that improved workflow, coordination, and operational efficiency.
- Successfully guided the business through the COVID-19 pandemic by adapting operations, implementing evolving regulatory requirements, and maintaining business continuity during a period of significant industry disruption.
- Recruit, hire, train, coach, and develop employees while fostering a culture of accountability, teamwork, and exceptional customer service.
- Manage daily business operations including employee scheduling, labor allocation, inventory control, purchasing, vendor relationships, and operational logistics to support efficient, profitable operations.
- Resolve customer concerns and operational challenges through effective communication, critical thinking, and collaborative problem-solving while partnering with ownership to improve profitability and overall business performance.

Document Management Specialist / Quality Control Inspector

DePuy Synthes (Johnson & Johnson) | Bridgewater/Raynham, MA

January 2012 – June 2017

- Recognized recurring documentation errors that delayed approvals and developed a standardized checklist for engineers, helping reduce common submission errors and improving the document review process.
- Partnered with engineers and cross-functional teams to resolve documentation and quality issues while improving document control processes within a highly regulated environment.
- Reviewed technical documents, procedures, specifications, and quality records within a highly regulated medical-device environment.
- Assisted in non-conformance investigations and corrective action activities.
- Worked closely with quality engineers, planners, inventory teams, and distribution personnel to support day-to-day operations, improve process efficiency, and maintain quality standards.
- Performed inspections using engineering drawings, product specifications, and established quality standards.
- Managed multiple priorities while maintaining exceptional attention to detail and quality standards.

Assistant Project Manager

U.S. Drywall, Inc. | Dartmouth, MA

December 2006 – July 2010

- Coordinated material procurement, vendor relationships, and project logistics for multiple construction projects.
- Prepared estimates, bid proposals, and cost analyses to support project planning and profitability.
- Managed inventory levels and coordinated deliveries to maintain project schedules.
- Communicated regularly with vendors, manufacturers, and field personnel regarding project requirements and timelines.
- Assisted with resource planning, scheduling, and operational coordination across multiple job sites.
- Coordinated vehicle maintenance and compliance requirements for company equipment.

EDUCATION

Bachelor of Science in Business Management

University of Massachusetts Dartmouth

TECHNICAL SKILLS

Microsoft 365 (Excel, Word, Outlook, PowerPoint) • SAP • JDE • Agile PLM • Electronic Quality Management Systems (EtQ)

LANGUAGES

English (Native) • Portuguese (Fluent) • Spanish (Conversational)