

# ASHLEY CALLOWAY

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## PROFILE

Experienced and reliable production professional with a background in regulated manufacturing, machine operation, and quality assurance. Recently completed BioConnect DE's Biomanufacturing Training Program, gaining hands-on experience with GMP, cleanroom procedures, documentation practices, and Quality Management Systems (QMS). Skilled in working on production lines and performing tasks in cleaning rooms or warehouses. Extensive knowledge of packing and assembling. Demonstrates strong initiative, effective communication skills, and the ability to collaborate with a team or work independently. Highly attentive to detail and proficient at following directions. Experienced in customer service with computer literacy and moderate typing skills. Capable of excelling in a multitasking environment. Willing to relocate anywhere and authorized to work in the US for any employer.

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## TECHNICAL TRAINING & PROFESSIONAL SKILLS

- Inventory
  - Cash Handling
  - Training
  - Microsoft Office
  - Excel
  - Inventory Control
  - Microsoft Word
  - Customer Service
  - Microsoft Powerpoint
  - Payment systems
  - Data inputting
  - Payment posting
  - Problem-solving
  - Attention to detail
  - Multitasking
  - Handling confidential materials
  - Teamwork and collaboration
  - Troubleshooting
  - Machine operation
  - Equipment operation
  - Safety compliance
  - Machine setup
  - Production procedures
  - Quality assurance
  - Hand-eye coordination
  - Materials handling
  - Quality control processing
  - Operational documentation
  - Punctual and reliable
  - Worksite safety
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## EDUCATION

**BioManufacturing — BioConnect DE, Newark, DE** Jul. 2025  
*Certificate of Completion*

**Business Administration — Strayer University-District of Columbia, Suitland, MD** Sept. 2020  
*Completed 2 years of Bachelor Program*

**Criminal Justice — Argosy University, Arlington, VA** Jan. 2015  
*Completed 1 year of Bachelor Program*

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## WORK EXPERIENCE

**Deluxe Corporation— Newark, DE** Nov. 2021 – Present  
Payment Processing Specialist

- Streamline payment workflows by conducting regular audits, resolving discrepancies, and maintaining compliance with industry standards.
- Reduce processing errors through organized invoice tracking, fraud-prevention screening, and consistent monitoring of productivity metrics.
- Collaborate with internal teams and external partners (banks, gateways, credit card companies) to ensure seamless transaction processing.

- Train new employees on payment processing best practices, supporting team efficiency and continuous improvement.
- Meet daily transaction quotas through strong task prioritization and attention to detail.

**Serta AW Industries**— Hyattsville, MD

Apr. 2008 – Jul. 2021

Expeditor/Team Leader

- Managed materials, inventory tags, and production prep to ensure efficient mattress assembly and department readiness.
- Operated CTL, sewing, and surge machines while supporting workflow optimization across multiple departments.
- Conducted quality audits and facilitated yearly inspections to uphold safety and production standards.
- Served as shop steward, representing union interests and supporting communication between labor and leadership.
- Implemented housekeeping and safety practices to maintain a clean, hazard-free work environment.

**Terumo Medical Corporation**— Elkton, MD

Aug. 2018 – Apr. 2021

Utility Worker

- Performed job duties following national and international regulations.
- Adhered to safety protocols during task execution.
- Handled packaging, inspection, weighing, and transportation of product parts.
- Kept work area tidy within specialized cleaning room setting.
- Participated in project performance team meetings on behalf of the job unit in order to provide ideas, methods, or processes for unit/company performance improvement.
- Ensured compliance with document and data control as part of TMC Quality System.
- Completed supplementary responsibilities to support team objectives.

**E-toys**— Blairs, VA

Oct. 2006 – Dec. 2007

Order Assembler/ Toy Runner

- Assembled orders based on customer specifications.
- Reassigned defective toys to appropriate production channels.
- Prepared shipments for dispatch.
- Prepared necessary components to streamline manufacturing workflows.
- Documented daily production metrics efficiently.
- Implemented housekeeping practices to enhance safety conditions.

**Essel Propack/Ameristaff**— Danville, VA

Mar. 2007 – Aug. 2007

Sorter/Line Assistant

- Examined products for defects and repacked for shipping.
- Facilitated efficient workflow in production and packaging processes.
- Designed and set up product showcases.
- Organized orders onto pallets for shipment.
- Operated pallet jacks to transport pallets to designated inspection zones.
- Ensured accuracy and quality of orders through detailed examination before shipment.

**Ameristaff**— Ridgeway, VA

Aug. 2005 – May. 2006

General Laborer

- Packed and assembled products in a team-oriented environment.
  - Constructed pallets.
  - Ensured timely loading of pallets with items from production lines.
  - Applied shipment tags to pallets for correct identification.
  - Implemented housekeeping protocols to maintain safety.
  - Recorded daily production data with precision
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