

LAURA MARÍA HERAZO MORA

INDUSTRIAL ENGINEER



PROFESSIONAL SUMMARY

Industrial Engineer with a specialization in Occupational Health and over 10 years of experience in the administration, design, implementation, and continuous improvement of management systems, including ISO 9001:2015, ISO 45001:2018, ISO 14001:2015, and ISO 31000:2018. Proven expertise in conducting internal and external audits (certification, surveillance, and recertification). Strong leadership capabilities with a solid track record of decision-making, information analysis, and process optimization. Excellent communication skills, highly results-oriented, and committed to achieving goals through effective teamwork.

EDUCATION

- **Health Occupational Specialization**
Pontifical Javeriana University
2017
- **Industrial Engineering**
Industrial University of Santander - UIS
Bucaramanga - Colombia
2011

SPECIFIC TRAINING

- **ISO Risk Management Training 31000:2018**
Intertek
Funza - Colombia
2022
- **Comprehensive Internal Auditor ISO 9001:2015, ISO 45001:2015, ISO 14001:2015**
TUV Rheinland
Funza - Colombia
2019
- **Internal Auditor Update ISO 9001:2015 Standard**
SGS
Bogotá D.C - Colombia
2017
- **COPC Lead Auditor V6.0**
Kenwin
Bogotá D.C - Colombia
2016
- **Internal Auditor Standard BASC V4:2012**
BASC
2015
- **Diploma program in management in Strategic Leadership**
EAN University

Bogotá D.C – Colombia 2014

- **Diploma program in Internal Auditor ISO 9001, ISO 14001 and OHSAS 18001**
Asturias University Corporation
Bogotá D.C - Colombia
2014

LANGUAGES

Spanish – Native
English - Intermediate

SKILLS

- Isolation-Software for ISO 9001 system
- Review by the management department
- Risk management
- Certification and recertification process in the ISO 9001:2015 standard
- Survey and documentation of processes
- Management of corrective actions, improvement and non-conformities
- Internal process audits
- Leadership
- Assertive communication
- Teamwork
- Change adaptation

JOB EXPERIENCE

- ***Quality and Continuous Improvement Specialist***
ABB Colombia (Adecco) 2024 – 2025
Main function: Implement, manage, and maintain the quality management system for the Process Automation division, identifying improvement opportunities by applying various process analysis and improvement techniques.
- ***Quality Management System Coordinator***
ALBATEQ S.A - 2019 – 2023
Main function: Manage compliance with the requirements of the Company's Quality Management System in accordance with legal, internal, concerned parties and regulatory requirements applicable to the company.
- ***Integrated Management Coordinator***
LOGYTECH MOBILE S.A.S – 2018
Main function: Implement, manage, maintain and improve the company's integrated management system in

accordance with the requirements of the established standards.

- ***Service Assurance Coordinator***
LOGYTECH MOBILE S.A.S - 2017 – 2018
Main function: Guarantee the quality of service that is being provided in all the campaigns of the company's Contact Center.
- ***HSEQ Coordinator***
LOGYTECH MOBILE S.A.S - 2015 – 2017
Main function: Implement, manage, maintain and improve the company's integrated management system in accordance with the requirements of the established standards.
- ***Integrated Management Supervisor***
LOGYTECH MOBILE S.A.S - 2014 – 2015
Main function: Guarantee the control of the documentation, establish, implement and maintain the continuous identification of hazards, risk assessment and determination of the necessary controls.
- ***Quality Management and Industrial Safety Analyst***
LOGYTECH MOBILE S.A.S - 2012 - 2014
Main function: Support in the maintenance of the company's management systems.
- ***Quality and Technology Intern***
T&S TEMPORALES Y SISTEMPORA LTDA - 2011
Main function: document management administration, Control of document procedures and internal records, governed by the ISO 9001 standard.

CONTACT DETAILS

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