

QUALITY ASSURANCE MANAGER

Professional Summary

Outgoing Quality Assurance Manager with 8 years of managerial experience in Aerospace. Committed to high standards of product inspections and customer service with extensive knowledge of EVO & Microsoft office use. Adept at collaborative with various departments for comprehensive quality control. Methodical with superb problem-solving and analytical abilities. Keeps meticulous records and identify and troubleshoot problems. Specialties include operational improvements, program implementation, and documentation. Well-rounded with a leading-edge approach to identifying innovative ways to provide quality, scheduling, materials management, purchasing, inventory control, and logistics support to the manufacturing industry

Accomplishments

- Implemented NADCAP AC7108/1 throughout the facility.
- Initiated and implemented CMMC Compliance.
- Created and administered FOD Program compliant to NAS412.

Skills

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|-------------------------------------|--------------------------------|
| • Process Improvement | • Knowledge Of Quality Systems |
| • 6S/LEAN/KAIZEN Principles | • Audit Coordination |
| • Compliance/Regulations | • Quality Management |
| • Identify/Analyze/Resolve Problems | • Process Control |
| • Supplier Quality | • Employee Supervision |
| • Staff training and development | • Root Cause Analysis |
| • Policy reinforcement | • Presentations |

Work History

Quality Assurance Manager 07/2011 to Current

Company Name " City , State

- Specified quality requirements of raw materials with suppliers.
- Recorded, analyzed and distributed statistical information.
- Reported production malfunctions to managers and production supervisors.
- Inspected products and worker progress throughout production.
- Collected production samples regularly and performed detailed quality inspections.
- Provided analytical, planning and coordination support on projects as assigned, reviewing, interpreting, analyzing and illustrating data to stimulate and support enlightened decision making.
- Inspected, verified and documented quantifiable characteristics of finished goods, comparing against customer specifications and company quality standards to achieve acceptable product.
- Demonstrated talent in directing all aspects of process improvement, quality control, regulations and compliance.
- Supervised 4 support departments: customer service, purchasing, warehousing, quality
- High-impact team player with proven ability to slash variances and error rates through strong management practices and strict adherence to policies and procedures.
- Valuable expertise in AS9000, ISO9001 and NADCAP internal and external auditing in facility as well as all critical suppliers.
- Proven track record of reducing cost of quality: Scrap reduction of 7%, NCR reduction from 1.41% to 0.03%, while managing all aspects of quality.
- Demonstrated talent for analyzing problems, developing procedures, and implementing efficient, cost effective and innovative long-term viable solutions while assuring compliance with contractual obligations
- Developed and implemented KPI's for internal management and customer review.
- Implemented and obtained NADCAP certification within 7 months and initiated cybersecurity CMMC certification with NIST 800-171 Compliance
- Developed new systems, processes and methods, which increased quality by over 50% and reduced costs directly and indirectly by over \$60,000/yr

Program Director 01/2005 to 01/2012

Company Name " City , State

- Marketing, teaching 4 classes per day, class management of 20+ students, and recruitment.
- Upgrade students' programs, enrollment, and follow up with current/potential students.
- Build rapport, follow MAS procedure, filing, and editing.
- Responsible, with advisement of Chief Instructor, for class curriculum.
- Aid students in meeting all requirements for their program.
- Communicate with Chief Instructor and other appropriate businesses to form new relationships.
- Carry out project activities (e.g. seminars, demo's, etc.).
- Oversaw tournaments of 200+ competitors focused on weapons, forms and sparring.

Purchasing Coordinator 01/2008 to 01/2010

Company Name – City , State

- Monitored all purchase requisitions and handled adjustments with vendors.
- Contacted each vendor and recorded information regarding price, availability, and quality of products.
- Collaborated with internal and external customers and managed all pricing and availability of all products.
- Maintained consistent email communication with stores and suppliers to confirm and track orders and verify price revisions on purchase orders.
- Tracked inventory shipments and prepared spreadsheets detailing item information.
- Maintained complete documentation and records of all purchasing activities.
- Computed and created purchase orders in E3 to monitor stock levels, verify purchase requisitions and expedite customer orders.
- Maintained focus and organization to regularly complete tasks with precision, timeliness and flexibility to accommodate fluctuating assignments and emerging business trends.

Education

High School Diploma 05/1998 Liberty Eylau High School - City

- Graduated summa cum laude
- Graduated Top 3 of Class
- Member of National Honor Society

No Degree : General Studies Ivy Tech Community College Of Indiana - City

- Dean's List 2004 & 2005

Certifications

- Certified Six Sigma Green Belt, Aveta Business Institute - 2020
- ISO 9001:2015 Internal Auditor Training, Purdue University - 2019
- NADCAP Audit Criteria AC7108/1 Rev C, Purdue University - 2019
- OSHA 10, OSHA Training Institute - 2019
- Quality Management, Tools & Techniques, Ivy Tech - 2019
- Blueprint Reading, GD&T, Ivy Tech - 2019
- VSM w/ Implementation and VSM with eVSM - 2016 Advanced Microsoft Excel Techniques Training - 2015
- Best Practices for Managing Inventories and Cycle Counts Training- 2015
- Lean Operational Excellence Training - 2013
- Blueprint Reading Fundamentals Training- 2013