

Accomplished, visionary, and effective Quality Manager with extensive experience in Quality Systems, Quality Assurance, Lean Manufacturing, Team Development, Process Improvement, Public Speaking, Customer Service, Revenue Growth, and ISO Compliance within manufacturing and job shop environments. Recognized for exceptional ability to streamline procedures that improve quality standards and productivity. Proven communicator, fostering trusting and long-lasting relations with management, team members, vendors, investors, contractors, clients, and community at large, consistently achieving and exceeding quality, service, and profitability goals. Demonstrated leadership in Quality Meetings and ASQs with utmost quality standards.

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|--------------------------------|---------------------------------|------------------------------------|
| ✓ Problem Resolution | ✓ Statistical & Market Analysis | ✓ Idea Generation & Implementation |
| ✓ Team Development & Training | ✓ Quality Management | ✓ Public Speaking & Presentations |
| ✓ Profit & Loss | ✓ Audit Programs | ✓ Group Facilitation |
| ✓ Process Improvement | ✓ Lean Manufacturing Six Sigma | ✓ Organizational Change |
| ✓ Customer Service & Retention | ✓ Plan-Do-Check-Act (PDCA) | ✓ Value Stream Mapping (VSM) |
| ✓ System Analysis & Evaluation | ✓ ISO 9000 | ✓ ISO 17025 Accreditation |

Calypso Software | MS Office | Visio | Advanced Excel | MiniTab

EXPERIENCE & NOTABLE CONTRIBUTIONS

BRENTWOOD INDUSTRIES • Denver, PA • 2015- Present

QUALITY ASSURANCE MANAGER

- Enhanced ISO based quality system and expedited work instructions by 25% via flow charting
- Wrote validation protocols for FDA approval for medical device customer accounting for \$250K in revenue
- Increased customer satisfaction by 35% in collaboration with multidisciplinary team of 7 members in implementing corrective action plans for injection molding of medical device components
- Improved clean room move with Process Failure Mode Effects Analysis (PFMEA) and APQP

Key Accomplishments:

- Accountable for \$370K in net savings by repairing and retesting defective testing machine, resulting in reclamation of 85% of misidentified rejected scrap
- Reduced rejections on injection molding process by 25% through real-time monitoring of critical inputs such as temperature, clamping pressure, and timings via control charting
- Proposed two Black Belt projects representing potential corporate savings of \$800K+ to one product line following 120-hour Lean Six Sigma Black Belt course through Plastics Innovation and Resource Center
- Diagnosed machine problem, replaced load cell, and upgraded software that improved efficiencies and productivity by 75% while slashing overhead costs by \$50K

GURECKY MANUFACTURING SERVICE • Rosenberg, TX • 2011-2014

QUALITY INSPECTOR

- Ensured ISO 9001 certification for company by writing and diagramming required quality processes as well as creating PowerPoint and video instructions for optimal clarity
- Improved measurement capability with 20% improved accuracy using Gauge R&R practices
- Designed Excel Database Tracking program and generated streamlined monthly management report that enhanced management discrepancy analysis by 75%

Key Accomplishments:

- Flow charted 5 processes to simplify Quality Manual procedures improving quality standards by 35%
- Evaluated existing testing equipment and initiated needed repairs, with improved equipment longevity of 70%
- Identified malfunctioning CMM, leading to manufacturer replacing machine for free (\$150K savings), followed with specifications for a second new CMM and retrofitting of other older machine
- Implemented small hand tools and thread ring calibration in-house to prevent gauging issues that saved \$2K in cost and 20% in idle time

HAVEN ON THE BRAZOS/HAVEN IMAGES • Rosenberg, TX • 2002-2011

OWNER & OPERATOR

- Operated wedding, event, and photography business averaging up to \$1.2MM in annual revenue
- Oversaw over 600 events during tenure, and responsible for P&L planning
- Managed 20 vendors and hired, trained, and guided 9 employees while maintaining 75% in employee retention
- Secured \$157K in client accounts, receiving an average of 98% in positive customer feedback

EXCEL PARTNERSHIP • Sandy Hook, CT • 1996-2002

SENIOR CONSULTANT

- Designed and taught 300+ courses on calibration systems, measurement uncertainty, and ISO 17025 systems implementation to over 1,000 corporate clients
- Presented internationally in public classes of 20-120 participants at various ASQ conferences, Quality business meetings, as well as companies including Chrysler, GM Powertrain, Lexmark, US Navy, and Bimbo Bread
- Represented company to National Conference of Standard Laboratories with 1,000+ member organizations
- Received 93% rating in client satisfaction surveys, securing 11% in referrals

QMT QUALITY SERVICES GROUP • LaPlata, MD • 1992-1996

SENIOR CONSULTANT/LEAD AUDITOR

- Served as contract ISO 17025 A2LA Lead Assessor for dimensional and electrical scopes
- Performed accreditation audits for Starrett, Tinius Olsen, and others as assessor for the American Association for Laboratory Accreditation
- Executed internal audits against ISO 9001, GMP, and ISO 13489 requirements
- Consulted with 20+ clients, successfully developing and improve quality systems by 85%

ADDITIONAL WORK EXPERIENCE

Senior Quality Engineer/Auditor • **BERETTA USA** • Accokeek, MD
Quality Manager • **MACHINERY PRODUCTS** • Lancaster, PA

EDUCATION & PROFESSIONAL DEVELOPMENT

Master's Degree, **GRACE THEOLOGICAL SEMINARY, Winona Lake, IN**

Bachelor's Degree in Biology, **WIDENER UNIVERSITY, CHESTER, PA**

UNIVERSITY OF CALIFORNIA, Irvine on Coursera
Effective Problem-Solving and Decision-Making, Jul 2015
Fundamentals of Management, May 2015
The Art of Negotiation, May 2015
Project Management- The Basics for Success, May 2015
Finance for Non-Financial Professionals, Apr 2015

TRAINING

Project Management (PERT & GANTT)	Lean Six Sigma Black Belt	Design of Experiments
Leadership Excellence for Non-Profits	Advanced Zeiss Calypso	Juran Leadership Training
Geometric Dimensioning & Tolerance	CMM Aukom Level I	Lead Auditor Training (ISO 9000)
Statistical Process Control	Statistical Methods in Research	Lead Assessor Training (ISO 17025)

CERTIFICATIONS & LICENSES

ASQ Certified Quality Engineer, Jun 2014-Jun 2017
ASQ Certified Manager of Quality/Organizational Excellence, Mar 2014-Jun 2017
ASQ Certified Quality Auditing, Dec 2013-Dec 2016