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*A multilingual professional engineer with more than 20 years of experience
in quality assurance, auditing and manufacturing*

PROFESSIONAL EXPERIENCE

Supplier Quality Specialist

1999 – 2011

Omron Automotive Electronics (Relay and Switch Assembly)

- **M**anaged 30+ suppliers (Asia, Europe, U.S.A, Latin America) leading Supplier Quality Improvement and Development areas in order to meet and exceed quality requirements
- **A**ssisted suppliers in the design and implementation of effective, result-oriented improvement programs via data analyses, system and process audits, and problem resolution methodology
- **F**acilitated supplier root cause determination and corrective actions on quality issues, including training and coaching to suppliers on Problem Solving Methodology (classroom / E-training)
- **L**ed, championed and coordinated updates of the Omron Supplier Manual interfacing with various departments to enhance supplier understanding of quality and business requirements
- **P**articipated in Omron Global Supplier Quality conferences representing the Canadian Relay Division to work on best practices for supplier quality improvement and development
- **P**erformed Internal Auditor duties, and conducted TS 16949 and Omron-based supplier assessments for quality improvement and Supplier Qualification and Selection

English-Spanish-English Multidiscipline Translator

1997 – 1999

Accredited by the Translation Bureau - Government of Canada

- **T**ranslated various types of documents, i.e. business, technical, industrial, legal and others

Quality Assurance Consultant (Independent)

1997

- **A**udited quality systems against ISO 9002 and assisted in QS-9000 implementation
- **P**rovided QS-9000 training to executives and developed implementation path
- **P**repared QS-9000 training material and trained personnel

Quality Manager

1993 - 1996

Eaton Yale (Engineered Fastener Manufacturing), Hamilton, ON

- **D**irected a team of 7 quality assurance personnel reducing customer complaints by 34% in a 3-year doubling sales period
- **C**o-ordinated the implementation of QS-9000 Quality System Requirements
- **T**rained plant and division personnel in Metallurgy and ISO/QS-9000 Auditing Techniques
- **F**acilitated strategic initiatives across 3 divisions and led teams on resolving customer issues
- **A**udited corporate applicants to the Eaton Quality Award (Malcolm Baldrige Criteria)

Quality Assurance Consultant 1990 - 1992

Stelco Fastener Co. (Fastener Manufacturing), Brantford, ON

- Developed quality and metallographic procedures and work instructions
- Trained QA personnel in Metallography and assisted in advanced quality planning

Quality Assurance Manager 1987- 1989

Associated Spring (Spring Manufacturing), Burlington, ON

- Co-ordinated quality efforts to obtain Ford Q1 status, and audited suppliers quality systems
- Directed a 12-person QA team and led the implementation of quality operating procedures
- Conducted quality investigations, trained personnel, and technically supported manufacturing

Stelco Fastener Co. (Fastener Manufacturing), Toronto, ON 1980-1987**Project Metallurgist/ SPC Analyst** 1985-1987

- Conducted supplier quality audits, metallurgical investigations, process improvement trials on steel wire and fastener products, and trained plant personnel on Statistical Process Control
- Reviewed advanced quality planning techniques, and addressed quality concerns at customer user plants (Canada/USA/Mexico)

Quality Control Supervisor/Acting Plant Metallurgist 1984-1985

- Managed quality activities including quality reporting, determination and implementation of corrective actions, updating of manuals and procedures, and statistical analysis
- Conducted internal/external quality audits, trial work on wire and fastener products, and supported the manufacturing team

Project Metallurgist/Senior Specifications Analyst 1980-1984

- Developed master specification thoroughly describing product characteristics, requirements and manufacturing process
- Conducted metallurgical investigations on wire and fastener products and developed quality planning for new products and prototypes prior to customer approval

EDUCATION / ACCREDITATION*Registered Professional Engineer* - Professional Engineers of Ontario*Business Administration Certificate* - McMaster University*Metallurgical Engineering Degree* - University of Santiago, Chile*Certified Quality Auditor* - American Society for Quality*Certified ISO/TS 16949:2009 Internal Auditor* – Omnex*Senior Member* - American Society for Quality*Accredited Spanish Translator* – Translation Bureau - Government of Canada

Courses on Management, Six Sigma, Malcolm Baldrige Criteria, Supply Chain Management, 5S, GD&T, Lean Manufacturing, Kaizen, SPC. Facility with Italian, French and Portuguese languages