

Robert Smith

Product Quality Manager

CONTACT DETAILS

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PERSONAL STATEMENT

Systems-oriented project manager possessing over seven years of manufacturing quality experience with progressive responsibility in OEM, Tier 1, and Tier 2 suppliers. Primary experiences are in regional process standardization, strategic planning & negotiation, cross-functional team leadership, auditing, and transactional problem-solving.

SKILLS

Developing Skills,
Implementational Skills.

WORK EXPERIENCE

Product Quality Manager **ABC Corporation - 2016 - 2021**

Responsibilities:

- Integrated and developed processes that meet the business and quality needs across the organization.
- Managed complex issues within manufacturing that directly affects Consumer and Professional customers.
- Involved in long term planning and development of Quality Systems across multiple manufacturing sites to ensure metrics are consistent.
- Reduced inspection costs by 30% (300K) by reducing manual inspection by driving higher quality standards for incoming material.
- Developed a Cross Manufacturing Quality system that streamlined defects and eliminated communication errors domestically and globally.
- Implemented Quality matrix organization across 3 shifts to ensure consistency in outgoing production to customers.
- Implemented training program for new and updated processes and directed training efforts Selected to work on Ciscos Customer Quality Engineering team.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)

Product Quality Manager **Delta Corporation - 2015 - 2016**

Responsibilities:

- Managed supply chain coordinating quality engineering efforts for Sonicare flagship projects Investigated legacy product customer complaints and .
- Created, launched, and lead the Product Quality Technical Support group designed to facilitate Product Quality and regulatory filing improvements .
- Project management of priority initiatives.
- Management - Managed a team of nine local and remote Product Quality associates, specialists, and contractors Created and Launched the Product .
- Reporting to the Vice President of Operations, providing leadership to the organization through the following Created an Incoming Receiving .
- MARCONI MEDICAL SYSTEMS (Formerly Picker International), Cleveland, Ohio.
- Supervised the successful completion of Integration and Regression Testing of new release of flagship enterprise legal matter management solution; .

Education

MS