

**HELGA PAQUIN**  
**64 Chemung Road**  
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**SUMMARY**

**Quality Systems** professional with in-depth experience in aerospace, medical, automotive, raw materials and finishes. Specializes in quality testing, audits, reviews, data analysis, documentation, and best practices for existing and new products from start to completion. Skilled at technical writing, training, reporting, compliance, and computer programs. Known as natural leader. Detailed oriented with excellent listening, problem-solving, and collaboration skills. Works effectively as independent contributor, as well as in teams. Dedicated and well-organized with strong work ethic, communication and productive. Leads and trains staff while juggling multiple priorities. Built reputation for completing complex projects within deadlines, safety, and cost effectiveness while improving quality, readability, and customer satisfaction.

- Quality Assurance
- Inspections
- AS9100C Certified
- Vendor Management
- ECOs and CRs
- Quality Systems
- Regulatory Compliance
- FDA & FAA Guidelines
- Customer Service
- Lean Basic Certified
- Quality Control
- General Accounting
- Intl Shipping Regulations
- Document Management
- ISO-9000, ISO-13485, ISO-TS16949, ISO-AS9100C

**PROFESSIONAL EXPERIENCE**

**Freudenberg**, Northfield, NH

**2014 – present**

**Quality Inspector**

Reviewed work orders, inspected post core product and final product.

- Increased quality by
  - Inspecting shipping per customer specification, and standard work.
- Enhanced reliability by reviewing all documentation for errors per customer specification, internal specifications, and external guidelines such as ISO TS16949.

**TIMKEN AEROSPACE**, Lebanon, NH

**2012 – 2014**

**Quality Assurance Analyst-Compliance/Quality Systems Analyst**

Created metrics and reports for all systems in quality, oversaw documentation system, and trained associates and managers. Administered layered process audit system. Reported out to management and conducted weekly and monthly audits. Created quality inspection paperwork.

- Improved productivity by creating and maintaining metrics for GQTS system, LPA system, documentation system, and CR systems.
  - Created metrics used in reports to managers for weekly / monthly reports and quarterly management reviews.
- Increased accountability and fostered excellence by authoring and revising high volume of documentation, including major paperwork and documentation procedure derived from 250 internal inspection procedures and produced change requests.
  - Established and maintained metrics and reports provided for management.
- Enhanced productivity by training associates and managers on new and revised documents, ensuring compliance with customer requirements and federal regulations.
  - Kept records on associates and managers trained, provided accountability of training requirements for TQMS.
- Raised accountability by conducting safety audits for weekly and monthly internal audits per TQMS with all safety findings reported on Green Tree system for review by EHS department for corrective actions.
  - Reported all internal audits to management and logged corrective actions into GQTS system.
  - Certified for AS9100C auditing.
- Improved accountability by administering and maintaining layered process audit database, adding all associates and managers names, auditor levels, designated associates under levels and schedules per associate / manager for audits.
  - Verified audits / findings, logged corrective action on all critical findings, and created PACE plans for the entire plant.
  - Enhanced productivity by reporting out to management daily on LPA completions, utilizing LPA database reports and any findings that may have occurred, along with monthly and quarterly LPA metrics.
- Advanced quality by maintaining GQTS system through logging, assigning, approving / disapproving, verifying, and closing customer complaints, internal discrepant reports, corrective action reports, preventative action reports and engineering deviations,

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along with metric management reports.

- Maximized productivity by administering and maintaining Quality Systems SharePoint for all metrics and reports maintained on daily, weekly, and monthly basis for managers.
  - Created quality planning paperwork for assembly areas, including Prototype QPPs.

**TITFLEX AEROSPACE, Laconia, NH**

**2011 – 2012**

**Quality Inspector and Overhaul & Repair Technician**

Reviewed work orders, reviewed inspection reports and FAIs and other documentation, tested and repaired parts, along with final inspection and certification of outgoing product, certified in Oxygen system inspections.

- Increased quality by
  - Inspecting and repairing parts before shipping per customer specification, engine manuals, and drawings. Provided in-process inspection before and after outside processes based on customer specification and company inspection method sheets.
  - Tested and analyzed repaired parts for accuracy and dependability.
- Enhanced reliability by reviewing all documentation errors per customer specification, internal specifications, and external guidelines such as ISO, AS9100C, and FAA regulations. Certified product for shipping to customer.
- Advanced productivity by picking and shipping product by utilizing Avanti software.

**ACCELLENT, INC., Laconia, NH**

**2007 – 2010**

**Quality Assurance Engineer Technician & Documentation Specialist**

Reviewed batch records, reviewed sterilization reports, reviewed certificate of analysis's, reviewed other documentation, constructed ECOs, inspected materials and labels. Communicated with customers and certified shippable product.

- Raised quality by:
  - Inspecting and assisting with creation and implementation of product labeling per ISO, FDA, and customer compliance, along with incoming material, and participated in gage studies.
  - Reviewing documentation and correcting errors per FDA regulations, ISO, and customer requirements.
  - Issued material certifications, certificate conformance, and certificate analysis.
  - Communicating standards consistently across departments.
- Enhanced productivity by managing communications with departments, managers, engineering, purchasing, operations, and sales, and customers.
  - Trained over 60 associates on procedures and GMP.
- Maximized reliability while creating ECO's, procedures, and work instructions, as well as training associates on new or revised documentation.
  - Maintained an electronic database that holds all saved documentation. Scanned and filed incoming / outgoing material certifications per medical ISO 13485 requirements.
  - Researched and documented outcomes using computer network system, Oracle ERP, and Microsoft Office software.

**AAVID THERMALLOY, LLC, Laconia, NH**

**1994 – 2007**

**Quality Control & Supplier / Vendor Specialist**

Provided raw material, vendor, and source inspection. Managed communications with management, departments and suppliers / vendors. Utilized company software and assisted in implementing new Oracle software. Maintained and issued product certifications. Reviewed work orders, reviewed certificate of analysis's, reviewed inspection reports and FAIs and other documentation. Analyzed data and created documents and ECOs. Trained and supervised employees. Assisted with engineering projects.

- Maximized quality by inspecting all incoming materials and finishing processes by using inspection gauges and equipment.
  - Assisted in vendor source inspection externally. Reviewed and dispositioned non-conforming material instituting preventive measures to eliminate recurrence.
  - Assisted on new projects coming into facility involving quality issues or new equipment through gauge studies. Recorded and entered data into software databases. Researched and documented outcomes using computer network system, Reflection 2 and Oracle.
  - Supervised 32 multi-cultural contract associates for a year during a multi-million dollar project.
- Enhanced productivity by managing communications with all departments. Provided production floor support on technical issues

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requiring clarification or rework techniques ensuring efficient and cost-effective manufacturing results.

- Advanced quality by maintaining electronic system of outgoing material certifications. Evaluated and analyzed efforts in organizing, documenting, and interpreting inspection support documents and records.
- Raised quality and productivity by training and supervising employees for internal quality inspections while ensuring compliance with internal / external specifications and ISO 9000 requirements. Assisted on a major company project by training suppliers and vendors on inspection requirements.

UPS, Laconia, NH

2000 – 2005

**Revenue / Billing Auditor, Mail Clerk and International / NDA Auditor** (part-time night job)

Provided compliance per company and federal and state transportation regulations and guidelines by inspecting billing and shipping documents and oversize packages and inspecting potential illegal international shipments.

- Improved quality by auditing and inspected national and international parcels to qualify weight / size requirements to meet billing specifications.
  - Maintained compliance by verifying and correcting package weights and billing charges.
  - Maintained compliance by reviewing documentation for international shipping.
  - Maximized quality by correcting billing invoices per company guidelines using the shipping software program and package measurements.
- Enhanced quality by contacting customers to verify shipping information during a discrepancy in shipping information.
- Enhanced productivity with daily operations requiring computers, fax, scanners and copiers.
- Enhanced productivity by having knowledge of International shipping laws, federal and company regulations, and certified to ship parcels internationally.

#### EDUCATION

**B.S.**, Business Sciences, Southern NH University, Manchester, NH, 2011

- Certificate in Human Resource Management
- Minor in Organizational Leadership
- Studied International Relations
- Studied Environmental Sciences

**A.S.**, Business Administration, Southern NH University, Manchester, NH, 2010

#### MEMBERSHIPS

Wicwas Lake Subordinate Grange (Secretary) 4<sup>th</sup> Degree  
NH State Grange 6<sup>th</sup> Degree

Pemi Valley Pomona Grange 5<sup>th</sup> Degree  
National Grange 7<sup>th</sup> Degree