

Skills

- Management, administration
- Staff supervision and training
- Customer relations and retention
- Quality Inspector working within ISO/TS16949 compliance standards.

Experience

JM CNC, Rushville, IN

2018 to Present

Quality Technician

Quality technician for a cnc machining company. Operate Zeiss CMM to measure first, in process and last piece inspections. Marked items for acceptance and rejection, recorded test results and inspection data, and compared findings with specifications to ensure conformance to standards.

- Set gages for use by operators on production line
- Gage calibration and use of Gage Pack to record gages and calibrations
- Assist Quality Manager with PPAP's and other tasks as assigned

TBKAmerica, Richmond, IN

2017 to 2017

Quality Inspector/Coordinator

Experience using a full range of precision measuring equipment and multi axis Mitituyo coordinate measuring machine (CMM), Surfcom roughness tester and Mitituyo hardness tester. Proficient in performing raw material, first piece, in process and final inspection of precision products for appearance, dimensional characteristics and performance characteristics. Conduct incoming receiving inspections.

- Coordinate Material Review Area to disposition non-conforming materials as conforming, rework, supplier defects and scrap.
- Enter and maintain records on supplier defects, environmental logs, scrap summaries and other information as directed by Quality Manager using Microsoft Excel
- Utilize calipers, micrometers, blueprints, bench center, height gauges as well as snap, go/no go gauges to inspect parts

Stant Manufacturing, Connersville, IN

2015 to 2017

Quality Control

- Inspected materials, products, and work in progress for conformance to specifications, and adjusted process and assembly equipment to meet standards.
- Analyzed and interpreted blueprints, sample data, and other materials, to determine, change, and measure specifications and inspection and testing procedures.

God's Little Blessings, Connersville, IN

2014 to 2015

Lead Teacher

- Prepared children for kindergarten readiness.
- Served as a role model for children and also junior members of teaching staff.

Food Lion, Columbia, SC 2013 to 2014

Customer Service Agent

- Bookkeeper responsible for working out totals for cash, including daily deposits, counting cashier tills, daily reports, and preparing money for bank deposits.
- Provided a high level of customer service and client relations based on outstanding communication and interpersonal skills.
- Accepted and effectively handled Western Union, lottery, money orders, and refunds.

Piggly Wiggly, Johns Island, SC 2012 to 2013

Assistant Manger

- Resolved numerous business functions on day-to-day basis; including customer inquiries, information requests, invoicing and stock control.
- Managed well running front end of busy grocery store including customer service, cashiers, and registers.
- Maintained communication between all employees and department managers.

Harris Teeter, Mount Pleasant, SC 2008 to 2011

Customer Service Agent

- Maintained up to date knowledge of store policies regarding payments, returns, and exchanges.
- Demonstrated ability to meet the needs of patrons, dependable, hardworking, reliable and punctual
- Trained new employees by providing information of specific store tasks and policies.

Promotions Unlimited , Racine, WI 2004 to 2008

Key Account Representative

Worked directly with set crew for Piggly Wiggly grocery stores. Designed and created new display ideas for merchandise, resulting in improved customer view accessibility, leading to increased sales. Monitored the conditions of all stores in regards to inventory controls, Plan-o-gram integrity and cleanliness and conditions. Organized merchandise by size, style and color to promote visually appealing display. Trained store employees on ordering processes and proper upkeep of display.

- Built long term customer relationships and advised employees on purchases and promotions for three states including 80+ stores.
- Use clear, concise communication skills in conjunction with organizational skills to perform daily duties
- Created a customized order entry process to meet customers' specific ordering needs, improving accuracy, on-time delivery and customer satisfaction

Loving and Learning Educational Center, Charleston, SC 2003 to 2004

Lead Teacher

- Assisted Directors with closing duties such as payments and ensuring authorized pickups only
- Maintained positive relationships with parents and children

La Petite Academy, Charleston, SC 2002 to 2003

Assistant in Management

- Assisted Directors in all aspects of the daily functioning of the center, including being a key holder, giving tours, and taking payments.
- Maintained proper child/classroom ratios per local regulations as well as safety protocols.

Education

Purdue University, West Lafayette, IN 1996
Bachelor of Arts, Psychology