

Bee Thao

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QUALIFICATION SUMMARY

I am an ambitious individual. I will do what is necessary to get the job done as long as it's reasonable and does not violate any process or procedure. I am a quality-oriented individual with great attention to detail and eager to accept challenges. I am well versed in medical device inspection and manufacturing with years of experience in the medical device and the injection molding industry. I also have knowledge and experience in **PC-DMIS, Zeiss Calypso CMM, Vision System: Measure Mind/X, CMM Programming, TQM, ISO 9001, SPC, Risk Management, GDP, GMP, Root cause analysis, PPAP, FAI, RMA, ECO, Creating work instructions, Lean manufacturing, Quality document control, Familiar with FDA regulations regarding to traceability.**

PROFESSIONAL EXPERIENCE DETAIL

Metropolitan State University

APR 2018 - Present

Endpoint Support Technician

- Perform Move Requests, deploy and setup new hardware for faculty and staff.
- Re-image, scrub, recycle computers.
- Support the entire university to resolve any I.T. issues by troubleshooting computers and printers.
- Use Active Directory, Microsoft Access, and Bomgar on a daily base to help resolve issues that may arise from the student and faculty members.
- Provide helpdesk support to end-users by phone, email, or on a walk-in basis.
- Create, follow-up, and close tickets using Team Dynamix.
- Deliver, setup, test, troubleshoot and train others on the use of multimedia technology.
- Manage and oversee the computer lab.

IntriCon Inc.

JAN 2017 - AUG 2017

Production Operator / In-process Inspector

- Performed In-Process inspection using inspection tools, caliper, micrometer, tool scope, vision system, etc.
- Applied printed labels to finished goods, completed DHR inspection documentations.
- Oversee and operated plastic injection mold machines including simple troubleshooting and material handling.
- Reported any non-conformance to leads.

H.B. Fuller

MAR 2013 - JUN 2016

Lab Technician I / Promoted to Lab Technician II

- Managed and oversaw R&D lab
- Responsible for equipment calibration & supplies.
- Oversaw equipment usage for engineers.
- Trained engineers, lab technicians and scientist on various equipment.
- Performed Lab Technician I duties
- Inspected products using Instron to generate pull test & tensile test data.
- Inspected products using a viscometer digital thermometer with heating capability, Microscope, etc.
- Used Mini-Tab to generate SPC for engineers.
- Come up with new product development (NPD) ideas.

- Collected data and generated inspection reports using Minitab, Word, Excel, PowerPoint, etc.

Film Tech

MAR 2012 - SEP 2012

Machine Operator

- Set-up and operated cutting machine to meet engineering specification to produce water filter membranes.
- Performed inspection on finished products by using various inspection hand tools, caliper, micrometer, go / no-go gauge, etc.
- Documented inspection results on traveler.
- Participated in a safety program for workplace safety and help to promote work safety by giving safety tips to all employees.
- Reported any non-conformance to leads.

Gyrus ACMI

OCT 2006 - SEP 2011

Medical Assembler

- Worked in class 1000 cleanroom and performed duties and documented all results on travelers.
- Participated and implemented 5S in various areas in the company.
- Implemented safety measures to ensure safe tool usage during operation.
- Reported any non-conformance to leads.

EDUCATION AND TRAINING/ AWARDS

Ongoing self-study in Blue Print Reading, introductory GD&T and other subject related to Quality, Leadership Roles, Business and Manufacturing.

- Associates Degree in Plastics Engineering Technology and Quality from Hennepin Technical College - 05/2019
 - Certified Quality Assurance Technician from Hennepin Technical College- 05/2019
 - Attended Multiple Management, Leadership, Business, Motivational Seminars.
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REFERENCES

Rich Peaslee (IT Helpdesk Supervisor at Metropolitan State University) Phone: 651-793-1240

Relationship: Rich supervises me in Helpdesk duties

Mark Nelson (Endpoint Technician at Metropolitan State University) Phone: 651-724-5633

Relationship: Mark supervises me in Endpoint duties

Tim Derusha (Quality Assurance Instructor/Sr. Quality Technician at Medtronic) Phone: 612-816-7965

Relationship: Tim was one of my instructors at Hennepin Technical College

Jim Stertz (CMM Instructor/VP at Lowell) Phone: 612-715-2693

Relationship: Jim was one of my instructors at Hennepin Technical College