

Diego Cruz

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I have several years of certified QA, QC, Material Handler, Manufacturing, Assembly Lead Roll, and Kaizen Ambassador. Some work related tasks I have achieved were increasing production times, increasing productivity and cutting costs.

By utilizing hands on demonstration during Kaizen events. I am able to work as a great team Leader.

Having the ability to work independently or in group setting, having people skills and ability to quickly obtain knowledge yields my best work.

- I have acquired several achievements, over 8,756+ Sea hours documented. Where on my free time I help operate private Tuna Fishing excursions out of San Diego.
- Completed 4 Kaizen Remodel events, and 3,000+ recorded training hours.
- My greatest achievements were earning my 4 year college degree while raising a child. I graduated with a 3.65 GPA.
- Blood Borne Pathogen Certificate (8 hour online course).
- EMT B-1 certificate (does not expire).
- Class C drivers license of California.

Authorized to work in the US for any employer

Work Experience

Inventory Specialist

Sendx Medical Inc-Carlsbad, CA

February 2021 to December 2023

- Operate and maintain general laboratory equipment (pipettes, pH meters, analytical balances, ovens...) and instruments.
- Support as a Kaizen ambassador. Provide group training exercises through strong, verbal and communicative hands on methodologies.
- Keep work area safe, clean and organized, wash glassware and other labware as needed. Shadow boxing or applying appropriate description labels.
- Oversee daily production to include any training to the internal audit program.
- At the beginning of each week perform routine testing of raw materials, in-process bulk, finished products and stability samples in support of production and R&D.
- Build and assemble Blood Oxygen Sensors. Verify and follow strict quality control inspections for each batch.
- Use of extremely corrosive acids in procedures when assembling products. Use various PPE in our Acid etching lab.
- Measures parts for conformity with specifications, using micrometers, calipers, torque, mass, temperature, humidity and other precision instruments.
- Prepare samples for R&D and solutions as required by the test methods (MP).
- Ensure that all the necessary documentation are completed for each sample. Carefully enter all pertinent data in analyst notebooks, electronic databases (LIMS), test request forms and lab reports.
- Provide Support to new supplier audits/qualification, internal site ISO qualification / audit activities, and equipment calibration activities (as required).
- Assist in the maintenance of an up-to-date and accurate chemicals and supplies inventory and disposal.

- Handle and store all chemicals according to safety guidelines. Ensure that chemicals are within their respective shelf life and that the adequate standards are used for the assays.
- Perform testing, verification and calibration events in our laboratories with accuracy and precision, Maintain accurate and detailed records.
- Standing at extended periods of time perform implementation of standards, methods, and procedures for inspecting, testing, and evaluating the precision, accuracy, and reliability of company products.
- Participate in the waste disposal program of the lab hazardous materials.
- Learn and demonstrate proficiency in new analytical methodologies as assigned by the supervisor.
- Comply with cGMP, cGLP and other applicable government regulations.
- Manage and perform updates for internal quality activities within an AS9100/ISO9000 Manufacturing Facility.
- Each morning generate daily Work Orders and update weekly schedules.
- Manage Work Flow lots. Updating Routers with assigned lots.
- Close Work Orders on AXAPTA. Work Orders must be documented correctly.
- Archive Work Orders
- Perform updating to Heijunka schedules.
- Verify incoming materials lots. Verify CONWIP Cards and AXAPTA are transferred correctly.
- Reporting to Product Quality Manager.

Material Handler

Medtronic-Irvine, CA

January 2019 to July 2020

- Keep work area safe, clean and organized, wash glassware and other labware as needed.
- Participate in the waste disposal program of the lab hazardous materials.
- Learn and demonstrate proficiency in new analytical methodologies as assigned by the supervisor.
- Report to work on time and follow all company procedures and guidelines.
- Comply with cGMP, cGLP and other applicable government regulations; as well as company compliance guidelines, standards and objectives.
- Perform other duties as assigned and directed by management.
- Ensure that all the necessary documentation is completed for each sample. Carefully enter all pertinent data in analyst notebooks, electronic databases (LIMS), test request forms and lab reports.

Customer Service Manager

29 Prime-Irvine, CA

April 2008 to May 2013

- Write engaging and original content for various platforms such as websites, blogs, email and SMS campaigns, and social media assets
- Create weekly seminars how to Conduct keyword research and use SEO tools to optimize content for maximum visibility and ranking, implementing SEO best practices in all content creation
- Ensure all content is on-brand, consistent in terms of style, quality, and tone of voice
- Proofread and edit content for clarity, grammar, and accuracy
- Train staff on Develop a deep understanding of the target audience and messaging strategy per brand
- Write clear, concise, and persuasive copy for Google and social media ads (Facebook, IG, YouTube, etc.) that resonates with our target audience and drives action
- Prioritize multiple projects and deliver highly effective and creative work
- Distill complex scientific information to easily digestible action items for the everyday reader
- Stay updated with content trends and suggest innovative ideas to enhance brand presence
- Support the development of a monthly content calendar, pitching topics, themes, and ideas

Education

Bachelor's degree in Science of Criminal Justice

ITT Technical Institute-Orange - Orange, CA

Certificate in EMT

Link2life - Orange county

Certificate in Blood Born Pathogens

Cathie Montie - Remote

Skills

- 5S
- Sensors
- SAP
- Manufacturing
- Research & Development
- Root Cause Analysis
- CGMP
- Quality Assurance
- Project Management
- Process Improvement
- Lean
- Quality Inspection
- Computer Networking
- Quality control
- Calibration
- Lean manufacturing
- Technical support
- Kanban
- Micrometer
- ISO 9001
- Six Sigma
- Programmable logic controllers
- Axapta
- Citrix Workspace
- Inventory control
- ISO 13485 (3 years)
- Subject Matter Expert (3 years)
- Forklift (10+ years)
- Kaizen (2 years)

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- Lean
- Six Sigma
- Root cause analysis
- CGMP
- Assembly
- Quality control
- SAP
- Quality assurance
- Kanban
- Project management
- Research & development
- Leadership
- Laboratory experience
- Technical support
- Supervising experience
- Citrix
- Customer service
- Research
- Adobe Acrobat
- Typing
- MRP
- Computer networking
- Programmable logic controllers
- Master control
- Communication
- Microsoft Office
- Microsoft Word
- Microsoft Excel
- Hand tools
- Communication skills
- Document management
- Databases
- Keyword research
- Search Engine Optimization (SEO)
- Quality audits
- FDA regulations
- Product development

- PPAP
- SEO
- QA/QC
- Management
- Program management
- Organizational skills
- Quality management
- Computer skills
- Internal audits
- Computer literacy
- Negotiation
- Production Management
- ERP systems
- Process engineering
- Microsoft Powerpoint
- Document management systems
- Warehouse experience
- Materials handling

Certifications and Licenses

EMT-B

Certified Quality Inspector

EMT Certification

Certified Quality Auditor

Certified Quality Engineer

Non-CDL Class C

Driver's License