

Dixie Nuelle

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Professional Summary

Experienced Quality Engineer with expertise in process optimization, capacity maximization, and customer quality complaint resolution. Proven ability to improve production flow, reduce downtime, and minimize quality variation. Strong background in metallurgical engineering, with a track record of collaborating with cross-functional teams and driving continuous improvement in manufacturing environments.

Work Experience

Quality Engineer II

Antech Diagnostics-Longmont, CO
May 2023 to Present

Antech Diagnostics provides in-house diagnostics analyzers and tests essential to pet care, with a focus on self-contained micro-fluidic cartridges produced at the Longmont facility.

Key Achievements:

- Led investigations into customer complaints and implemented corrective actions
- Collaborate with R&D teams as the “voice of quality” on new product development, ensuring designs met quality standards
- Performed a gap analysis streamlining the electronic traveler system and reducing paperwork by 85%, improving accuracy and efficiency
- Spearheaded root cause investigations, improving product quality and reducing non-conformities
- Oversee Quality Management System and contributed to continuous improvement projects

Quality Engineer

Integrated Cable Systems-Longmont, CO
February 2022 to May 2023

Integrated Cable Systems produces custom, specialized cable assemblies and wire harnesses. Additional services include design assistance and technical assistance.

Key Achievements:

- Transitioned Key Performance Indicators (KPI) reporting from quarterly to monthly, improving data accuracy and enabling faster, more informed decision making.
- Improved testing work instructions, reducing errors in testing
- Identified and addressed a critical gap in supply chain quality, implementing a more rigorous supplier monitoring system, enhancing overall supply chain reliability
- Assisted in inspection and independent testing of cables, ensuring compliance with quality standards.
- Investigated and resolved customer complaints, driving improvements in customer satisfaction
- Managed the Quality Management System (QMS), ensuring ISO 9001:2015 compliance and driving continuous improvement
- Led successful external audits for ISO 9001:2015 compliance and customer-specific requirements

Quality Engineer

Golden Aluminum-Fort Lupton, CO

December 2020 to January 2022

Golden Aluminum manufactures aluminum sheet for use in food packaging and automotive applications.

Key Achievements:

- Managed the calibration program, identifying and addressing gaps to ensure accurate and consistent measurements, contributing to improved product quality
- Led efforts to reduce non-conforming material rate, improving product consistency and customer satisfaction
- Investigated and resolved customer quality complaints, ensuring timely and effective solutions
- Provided technical expertise to customers and internal teams, improving communication and understanding of quality standards
- Identified opportunities for new quality controls reducing the non-conforming material rate
- Supported ISO 9001:2015 Quality Management System maintenance and assisted during customer audits
- Created new work instructions and implemented a robust review process, improving compliance

Process Metallurgist

Commercial Metals company-Pell City, AL

March 2013 to August 2020

Commercial Metals Company heat-treated steel high-strength low-alloy plate and flats supporting the transportation, commercial armor, military, and abrasion resistant industry.

Key Achievements:

- Create an comprehensive order entry process review to minimize down stream production errors, improving efficiency
- Analyzed new ballistic specifications and recommended appropriate material, enhancing customer satisfaction and product performance
- Conducted multiple ISO 9001:2008 and ISO 9001:2015 audits with zero findings and successfully transitioned to ISO 9001:2015 compliance
- Contained a mixed steel without requiring customer recalls for defective parts, preserving client trust
- Reduced testing cost by confirming in-house testing sufficiency, saving operational expenses
- Played a pivotal role in securing a +\$1 million customer by supporting sales efforts, including weekend engagements
- Led Internal Audit Program to identify and address nonconformities, ensuring continuous improvement

Metallurgical Engineer, Customer Claims/Customer Technical Service

ArcelorMittal Coatesville-Coatesville, PA

July 2009 to February 2013

ArcelorMittal Coatesville manufactures steel plate supporting a wide range of industries including military, bridge, pressure vessel, cryogenics, and construction.

Key Achievements:

- Resolved large claims efficiently while minimizing liability to ArcelorMittal and customers.
- Collaborated across departments to identify and address nonconformance in standard practices, improving overall processes
- Persuaded management to send a representative to SAE-ASM meetings, enhancing industry alignment and representation

Shift Manager, By-Products

ArcelorMittal Coatesville-Coatesville, PA

March 2009 to June 2009

Key Achievements:

- Optimized shop production while reducing downtime, achieving operational efficiency
- Strategically adjusted personnel assignments to improve performance and ensure on-time delivery.
- Created daily production and downtime reports for operational tracking

Metallurgical Engineer, Rolling

ArcelorMittal Coatesville-Coatesville, PA

June 2007 to March 2009

Key Achievement:

- Correlated routine maintenance schedules to reoccurring quality complaints, enabling effective problem resolution
- Established a quality review process with operators to ensure consistent and optimal performance

Education

Masters of Business Administration

University of Phoenix-online - Phoenix, AZ

January 2009 to December 2009

Bachelor of Science in Metallurgical Engineering

University of Missouri-rolla - Rolla, MO

January 2007 to December 2007

Skills

- Microsoft Office Suite (Excel, Word, PowerPoint, Access)
- Corrective and Preventative Actions
- ISO 9001:2015
- SAP
- Supplier
- Quality Management
- Infor
- Root Cause Analysis
- Lean Manufacturing
- ERP Systems
- Calibration
- Manufacturing
- Order Entry
- Sales Support
- Supply Chain