

# Kelly M. Coleman

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## Work Experience

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### **Quality Assurance Specialist (FAI) March 2019**

**September 2018-**

*ASTRONICS CORP. - Itasca, IL*

- Created, reviewed and archived all AS9102 First Article Inspection Reports (Aerospace).
- Worked independently to achieve tight deadlines that were every changing.
- Created logs to help streamline progress on multiple projects at the same time with the added challenge of frequent revision changes.
- Wrote instructional documents for the aid of co-workers and suppliers.
- Interfaced with Auditors, SQEs and other Aerospace Compliance personnel.
- Identified issues with the quality inspection team and worked with management on getting deviations, drawing changes or other appropriate actions implemented.

### **Quality Assurance Inspector & Clerk 2015- August 2018**

**August**

*MOHAWK SPRING CORP. - Schiller Park, IL*

- Performed first piece, in-process & final inspections on custom, precision steel wire forms.
- Wrote, submitted and archived inspection reports based on customer specific requirements (including AS9102 styled documents for Aerospace contracts).
- Managed customer contact points (email, phone and in-person) acting as document clerk, expeditor, QC/QA department representative, and emergency contact for all departments.
- Designed and maintained the archive for all quality related documents including (but not limited to): Raw Material Certifications, Special Process Documentation, Safety Data Sheets, Inspection Report Templates, In-process Inspection Logs, Certificates of Compliance, & Calibration Logs.
- Cross-trained in customer service, scheduling, receiving, packaging, labeling, inventory management, product movement and versed in all pertinent process-specific operations.

**Production Associate  
August 2015**

**September 2012-**

*PHONAK LLC. - Aurora, IL*

- Collaborated with Engineering on process developments and new product research.
- Trained employees and acted as Team Lead of the Shell Lab.
- Maintained, setup, and ran 17 methacrylate resin (light curing plastic) printers.
- Created, maintained and updated calibration logs.
- Produced custom hearing aids in a fast paced, high stress environment in which timeliness in shipping customers' orders are critical (many within 24 hours).

**Assistant Manager  
September 2012**

**September 2010-**

*ARMY TRAIL SHELL & DELI INC. - Bloomingdale, IL*

- Interfaced with public for all concerns/complaints and authorized refunds.
- Interviewed, trained, and supervised employees at an extremely high traffic gas station.
- Managed ordering, deliveries, and returns for all products sold in store and at the pump.
- Ran two registers, lotto machine, cash drops, gas pumps, car wash and performed janitorial duties while working alone for partial or entire shifts.

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**Skills**

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- Proficient with a wide array of measurement devices: calipers, micrometers, optical comparators, dial indicators, microscopes, spring testers, depth/height gauges...
- Practiced in data entry and expression (IE- SPC and CPK programs/software).
- Can read blueprints/mechanical drawings, interpret data, and assign appropriate tolerances.
- Versed in sensitive documentation control and reporting.
- Highly organized with technical knowledge of popular standardization systems.
- Profound ability to quickly grasp and utilize new information.
- Strong creative thinking ability that efficiently solves unique issues.

- Keen attention to detail and strong pattern recognition.
  - Professional and empathetic customer service abilities.
  - Ability to comprehend and manage simultaneous working systems.
  - Self-motivated student with an interest in a plethora of disciplines.
  - Friendly, team-player who is comfortable acting as a lead or supporting role.
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- Advanced user and troubleshooter for Microsoft systems and devices.
  - Able to ascertain important information from a multitude of sources and productively synthesize it for the benefit of myself and the team.