

Louis Cisneros

4370 E. 96th PL Thornton CO. 80229 louisgcisneros@yahoo.com 720-822-9977

Experienced Manager

Summary of Qualifications

- **Five years experience working in a greenhouse environment** – Responsible for the planting, maintenance (caring for), and fertilizing of seasonal plants, such as, tulips, poinsettias, and an assortment of potted plants. Tasks included preparing soil, planting, watering, pruning, using insecticides, fertilizing, general care of the greenhouse, delivery and sales.
- **Five years experience as a Regional Quality Manager** – Responsible for the management of quality systems, including document control, within seven business branches located throughout 14 western United States. Responsibilities included the writing and implementation of quality system policies and procedures, control of documents for all processes, overview and compliance to the ISO 9001 Standard and customer requirements, training of employees, management of corrective and preventive action (CAPA) programs, management of customer complaints (internal and external), management of audit programs (internal and external) and responsible for implementation and monitoring of continuous improvement program(s).
- **12 years experience as Quality Manager in manufacturing, repair and telecommunication industries.** Managed all quality related operations including compliance to required standards, inspection, calibration, customer complaints, continuous improvement activities, documentation control, and customer interface and investigative activities.
- **Five years experience in managing an Internal Audit program.** Scheduled and performed internal audits within a medical manufacturing company (COBE Cardiovascular) to maintain compliance to FDA GMP's and the ISO 9001 Standard for class II and class III medical devices. Worked directly with FDA representatives and other regulatory agencies (BSI) and customer representatives.
- **Skilled in utilizing PC applications, such as, SAP, Outlook, Word, Excel, and Power Point.**

Professional Experience

Quality System Specialist

TerumoBCT August 2018 - Present Lakewood, Co.

Work independently to accomplish established objectives and perform varied quality/regulatory activities such as the investigation and coordination of customer product quality complaints, processing of returned goods (lab testing), and performance of regular quality system audits. Partner closely with manufacturing, engineering, and other functional groups on regulatory compliance issues. Develop or participate in the development of solutions to problems of moderate to intermediate complexity. Design and perform routine testing, project experiments, and analysis of data on an independent basis. Maintain related reports, including trend reports, that are accurate and concise.

RQA Technician

TerumoBCT
Co.

October 2014 - August 2018

Lakewood,

Perform Receiving Quality Assurance inspections to established company specifications on disposable, mechanical and electrical devices. Perform First Article inspections to Engineering specifications. Perform rework and assigned tasks as directed. Utilize company SAP database to release accepted material, or quarantine material determined to be out of tolerance. Participate on Lean Manufacturing team to improve processes, activities and employee training.

Branch Quality Specialist / Regional Quality Manager

Communication Test Design Inc. Sept 1998 - July 2010
Aurora, Co.

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Managed all quality related activities at the Colorado branch, such as, customer complaints and customer service related issues, corrective and preventive action processes, internal and external audit program, safety program, quality inspection activities, ISO 9001 compliance activities, process and procedure writing, document control and training of employees.

Performed Western Regional quality duties at seven branches located throughout 14 western United States. Duties included setting up of quality systems for new businesses sub-contracted from customers such as Verizon, Motorola, Comcast and Panasonic. Other duties included direct communications with customers and regulatory agencies, writing and implementation of procedures and policies, internal and external audits, establishing document control processes, management of continuous improvement programs, risk management activities, compliance to ISO 9001 standard, participating in and leading cross functional teams, and training of employees. Have experience in setting up new operations (branch locations) from the ground up and improving existing operations to ensure continued success.

Regulatory Affairs Specialist (Auditor)

COBE Cardiovascular

Oct 1992 - Dec 1997

Arvada, Co.

Planned, scheduled and performed quality system audits on all departments, areas and functions within a medical manufacturing company to monitor compliance to FDA GMP's and ISO 9001 Standard. Responsible for performing subcontractor audits on internal suppliers, such as, Document Control, Calibration, Laboratory Services, Customer Service and Sterilization. Assisted in subcontractor audits of material suppliers.

Residential Supervisor

Developmental Pathways
Co.

July 2010 - Oct. 2014

Englewood,

Managed all activities associated with the providing of support, care and direct supervision to developmentally disabled adults with high medical and therapeutic needs in a residential setting.

Greenhouse Worker/Delivery Driver

Potter's Greenhouse

5 years experience

Chesapeake, VA

Planted, maintained, fertilized, delivered, etc. seasonal plants within a greenhouse environment. Both wholesale and retail.

Education and Training

BA degree in General Studies with concentration in Leadership.

SNHU

Achieved 4.0 GPA.

Associates degree in Industrial Drafting
College

Red Rocks Community

ISO 13485:2016 Overview Training - Cavendish Scott, Inc.

ISO 9001:2015 - IRCA Certified Auditor Transition Training Course -
Cavendish Scott, Inc.

Environmental Management Systems - IRCA Certified ISO 14001:2015 Auditor Transition Training Course - Cavendish Scott, Inc.

Lead Auditor certification from RAB (expired)

Professional Memberships

American Society for Quality (ASQ)

National Society of Leadership and Success