

MARK T. CONNELL

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Quality Manager

Certified Manufacturing Engineer • Supplier Quality Engineer

Leveraged quality principles - planning processes, material control, acceptance sampling and measurement systems - to overcome test, materials, and quality issues, and to establish robust supply chain and production process. Member, ASQ (American Society for Quality), SMTA (Surface Mount Technology Association), and SME (Society of Manufacturing Engineers).

Quality Control Systems
Testing/Inspection
Procedures
Metrology/Statistical
Methods

First Article Inspections
Process Verification Tests
Vendor Quality Reviews
Custom Test Equipment
Project Management

ISO 9000 Certification
Audits

- Improved first pass yield by 45% with 8-fold increase in weekly output.
- Implemented PCBA supplier processes, test strategies, and closed loop corrective action system, leading to 99.5% verified unit test yield.
- Developed documentation, tooling approach, and test strategy for 200+ assemblies for 9 customers.
- Prepared manufacturing plan for Fortune 100 customer to capture \$950,000 in additional revenue.
- Implemented disaster response plan that saved \$4.7 million in revenue.
- Improved optical servo writing throughput put by 220%.

Experience

Supplier Quality Engineer, 2015-2018 Quantum Corporation, Colorado Springs, CO
Selected for role following corporate restructuring to plan, develop, and maintain quality control system to qualify supplier base (including Sony, Sendai, and Fuji) and continuously improve performance of key components. Partnered internally with supply chain and quality teams to anticipate needs and resolve escalation or legacy issues. Managed relationships with suppliers in US and Japan. Conducted first article inspections as key member of new product introduction team.

- Repair Supplier Transfer: Identified supplier repair shortfalls negatively impacting quality and fulfillment for 3 key product lines; worked with supplier team to identify, research, and qualify new vendor; produced process verification test (PVT) and gained OEM approvals; developed transition plan to move associated hardware, fixtures, and tools; improved cost and quality of repaired systems by 35%.
- Certified Media Test: Collaborated with marketing leads to differentiate media products and gain additional market share. Teamed with engineers to develop and implement rigorous product testing tools and processes at supplier level to award Certified Media credential; gained additional metrics on supplier performance and end-of-line quality.
- Tier 1 Customer Quality Escalation: Tasked to address product failures at major client's data warehouse; led project with Sony, IBM, and material science specialist to complete exhaustive root cause analysis, identified defective component, and negotiated vendor

replacement to meet client's requirements; worked with client on site to manage component replacement efforts; eliminated failure mode and saved key account.

- Dell Server Inventory: Hand-picked to liquidate excess servers resulting from forecasting error; pulled together team from supply chain, accounting, operations, and legal to compile part numbers, verify acquisition costs, research warranty language, and define reserve status. Launched web site to sell 250 servers at 2.5 times best liquidation offer received from supply chain team. Recovered more than \$250,000.

Operations Engineering Director, 2011-2015 Quantum Corporation, Colorado Springs, CO

Defined vision and daily guidance for 40-member team of engineers, production staff, technicians, and software developers managing media and tape drive product qualifications from 3 major suppliers. Defined purchase specifications and oversaw technical evaluations of media samples, averaging 120 samples per media type. Communicated findings in qualification letter or provisional qualification letter to suppliers and product teams for each product iteration. Directed development of specialized test equipment deployed to suppliers.

- Disaster Recovery: Following 2011 tsunami, mobilized team to transfer media packing and testing to supplier's alternate site, saving entire product ecosystem and \$4.7 million in revenue; two team members earned Quantum's highest-level award.
- Repair Innovation: Developed innovative repair (contouring and recovery) in response to critical component shortage; collaborated with engineering to address firmware, software, and hardware needs; saved more than 10,000 components; licensed solution to other repair supplies.

Engineering Manager, 2004-2011 Quantum Corporation, Colorado Springs, CO

Directed activities of 20 engineers and support staff to develop proprietary production test equipment for successive generations of data storage media, driving improvements in quality and performance while enabling supplier (including TDK and Imation) increases in throughput.

- Oversaw team's efforts to write algorithms that reduced test time by 40%.

Process Test Engineering Manager, 2001-2004 Quantum Corporation, Colorado Springs, CO

- Developed test processes for all major sub-assemblies; assessed yield and failure rate data; collaborated with operators to improve test equipment.

Supplier Manager/Supplier Quality Engineer, 1999-2001 Quantum Corporation, Colorado Springs, CO

- Assigned to supplier's Philippines site for year-long project to improve DCM (Data Control Module) yields and production output.

Experience

Master of Business Administration University of Denver, Denver, CO

Bachelor of Arts, Physics (Minor: Computer Science) University of Colorado, Boulder, CO

Total Quality Management Certificate University of Colorado, Boulder, CO

Additional Experience

Supplier Quality Engineer Avalanche Industries, Inc., Colorado Springs, CO

Engineering Manager Exabyte Corporation, Boulder, CO
Southeast Asia Operations Manager (Singapore) Exabyte Corporation, Boulder, CO
PCBA Process and Test Engineering Manager/Supplier Quality Engineer Exabyte Corporation, Boulder, CO
Vice President of Marketing Alphatronics Corporation, Colorado Springs, CO
Test Engineer Colorado Manufacturing Technology, Colorado Springs, CO

Volunteer

Troop 62, Boy Scouts of America, Advancement Chairman
Eagle Scout, Boy Scouts of America