

Mark W. Lester
2730 72nd Ave., Wilson, WI 54027
Cell: 715.977.1380 Email: 4quality@gmail.com

INTRODUCTION

Results-oriented quality assurance professional specializing in continuous improvement. Extensive quality assurance experience in bio-medical, defense, and manufacturing. Seeking rewarding and challenging position in Quality Engineering and/or Quality Management.

EXPERIENCE

2019 – Present
Quality Engineer
Keytronic, Inc. Oakdale, MN 55128

Perform first article inspections; both visual and mechanical. Provide primary support for the internal/external nonconforming material and product processes which includes Disposition, Investigation, CAPA/Corrections and customer communication. Support CAPA/NCR/SCAR investigations and reports. Participate in internal audits: ISO 9001, ISO 13485 AS9100, NADCAP, including closing out audit findings, create audit finding reports and determine proper corrective and preventative actions. Review of internal/external customer feedback to improve our processes, discovery of root cause, Corrective and Preventative Action plans, training of personnel and successful NPI (New Product Introduction) launches. Team member working closely with program managers, production personnel as well as internal/external customers to assure quality requirements are documented and addressed.

2008 – 2019
Quality/ IT Manager
TDI, Inc. St. Croix Falls, WI 54024

Promote quality achievement and performance improvement throughout the organization.
Work with Purchasing to establish quality requirements from external suppliers.
Establish clearly defined quality methods for staff to apply.
Define quality procedures in conjunction with operating staff.
Setting up and maintain control and documentation procedures.
Identify relevant quality related training and delivering training.
Ensuring tests and procedures are properly understood, carried out, and evaluated.
Product modifications are investigated as required.
Writing technical and management system reports.
Bringing together staff of different disciplines on three different shifts, driving the group to formulate and agree on comprehensive quality procedures.
Create efficient and effective ways of utilizing company ERP system.
Maintain system servers, set-up plant-wide wireless network system. Configure and set-up computers. System DBA for ERP system (IQMS).
Implement and support ISO 9001:2008, ISO 9001:2015, UL QMMY2
Internal auditing.

2001-2008

Material Quality Specialist - ORACLE Quality Module SME
Datacard Group 11111 Bren Road W., Minnetonka, MN 55343

Support cable assembly manufacturing and off-shore transition efforts. Train personnel to IPC-A-610 Acceptability of Electronic Assemblies and technical support to Asian suppliers and set-up of company subsidiary in Suzhou, China. Evaluate and qualify Chinese material suppliers. Conduct root-cause analysis of issues related to purchased Electro-mechanical materials. First article inspection of Electro-mechanical components. Work with suppliers to resolve issues and establish corrective action (CAPA). Document non-conformances and disposition non-conforming materials. Develop business processes and systems for non-conforming materials. Serve as ORACLE Quality Module Subject Matter Expert responsible for ORACLE Quality Module implementation: Conducted needs assessment, defined and created solutions using ORACLE, both in the US and China. Provide training and support domestically and internationally. Participate in Kaizen, lean and 6S initiatives. **Achieved ASQ CQE designation.** Internal auditor.

2000-2001

Quality Technician II

ADC Telecommunication 13625 Technology Drive, Eden Prairie, MN 55344

Performed inspection of complex mechanical, electrical, electronic components and assemblies. Supported Manufacturing and Supplier Engineering. Utilized computers for data collection and analysis. Assembled and packaged ATM concentrators. Performed complex processes and in-process verifications utilizing engineering drawings, work instructions, and manufacturing routings. Consistently maintained a high level of quality performance under demanding conditions and schedules. Supported SAP implementation in the Receiving Inspection Area.

1996-2001

Test and Evaluation Technician

Alliant Techsystems 7480 Flying Cloud Drive, Minneapolis, MN 55344

Supplier Quality Assurance/receiving inspection for special defense programs. Maintained appropriate and required documentation. Provided Quality Assurance engineering support. Fielded government quality assurance issues and standards. Developed corrective action tracking system. Maintained positive vendor relations by meeting with and offering advice on solving quality issues. Wrote and performed quality system audits resulting in system improvements. Worked with government representatives and representatives of the Army, Navy, and Marines in co-development of an unmanned air vehicle. Worked with and transported many different types of high explosives. Assisted in the manufacturing of custom explosives. Extensive travel required to support the above job duties.

1979-1984

Mechanical Receiving Inspector – Material Control Coordinator– Tool Room Inspector
Medtronic PO Box 1453, Minneapolis, MN 55440

Performed receiving inspection on incoming piece parts used in life-sustaining devices.
Maintained appropriate records per FDA requirements.

Met aggressive production schedules for a new pacemaker programmer.

Coordinated efforts for engineering groups to have proper documentation in place.

Assured discrepant materials were handled in a timely fashion.

Worked with suppliers/purchasing to achieve on-time delivery of state-of-the art product.

Certified and inspected tools/molds used in the production of lithium-iodine batteries.

ASQ CMI certification.

EDUCATION

Chippewa Valley Technical College

Degree: Precision Inspection/Nondestructive Testing

ORACLE University: Quality Module Implementation, WIP Implementation, R12 for Implementers

Additional education: Technical writing, Geometric Tolerancing and Positioning, Yellow Belt Training, Minitab training, Member ASQ, Internal Auditor training, Cross-cultural Training – Japan, PC-DMIS beginners course. Transition to ISO 9001:2015