

Melissa May

Quality Control Assurance - CNC Operator - Laboratory Technician

Englewood, CO 80113

melissamay837_o9z@indeedemail.com

+1 314 243 7499

In seek of a position with an opportunity for advancement and growth within the company.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

CNC Operator/Set-up I

Coorstek - Golden, CO

June 2021 to February 2022

- Perform CNC machinery set-up function by downloading preset CNC programs; make minor adjustments to CNC programs to direct sequence of machine operation
- Responsible for loading and making minor adjustments to preset CNC programs and operating manufacturing machinery to produce acceptable product
- Read and interpret engineering blueprints and GD&T
- Performed within a team environment to meet departmental goals.
- Operate CNC manufacturing equipment to produce acceptable product per work instructions
- Inspect parts for defects as part of in-process inspection; record results and notify appropriate person of deviation when needed
- Perform basic machine adjustments such as off-sets or setting tapers and basic preventative maintenance such as changing coolants, filters, etc.
- Clean work area, machines, tools and equipment
- Exhibited attention to detail as well as excellent listening skills
- Record and submit data
- Properly use calipers, microscopes, scales, and micrometers

Laboratory Director

RMG-Rocky Mountain Group - Englewood, CO

May 2019 to June 2021

- Analyze data and soil samples through field and laboratory analysis to determine type, classification, characteristics, and properties of soil
- Maintain soil sample inventory control system in accordance with the laboratory quality assurance plan and company quality management system, ensuring availability, storage and subsequent timely disposal of soil samples submitted to laboratory for review and testing
- Fosters and maintains a positive, professional and productive working atmosphere
- Focused and detailed oriented
- Track progress on laboratory testing projects and coordinates with project engineers to communicate lab priorities and progress
- Perform on the job training, equipment calibration and quality control

- Effectively turned around a laboratory that was inefficient and consistently past deadlines, and streamlined it into a smooth, timely, and significantly more efficient operation resulting in increased profits
- Record, enter, and interpret data
- Operate and maintain test equipment
- Performing and documenting tests
- Data entry and management
- Supervised and trained a team of 15
- Nuclear gauge certified

Production Manager - Packaging Department Manager

Hinman's Bakery - Denver, CO

February 2017 to May 2019

- manage day to day packaging department operations to ensure all customer requirements are met
- created SOP and quality control handbook
- quality control
- inventory
- oversee and coordinate production schedule
- cut costs in labor and materials
- order supplies
- schedule making
- accurately fulfill orders
- implement improvements in processes to increase efficiency
- drive deliveries

Technician

MayPest LLC - Waterloo, IL

March 2013 to February 2017

- inspect residential and commercial sites to diagnose and determine service needs
- identified rodents and insects and treat accordingly
- met with customers to explain services and service agreements
- planned and followed a daily schedule
- stayed current on latest trends, regulations, and knowledge of pest control industry
- achieved assigned service performance objectives
- drive company vehicle to customer houses and places of business
- performed preventive maintenance measures to prevent pest related problems
- maintain vehicle and equipment in clean and proper working condition
- filled out proper paperwork after completion of services

Head Waitress

Sub Zero - St. Louis, MO

June 2014 to August 2015

- Provided guests with an exceptional dining experience and quality service
- Substantial experience in training and supervising work of all waiters and new hires
- Performed administrative activities such as placing inventory orders and budgeting
- Increasing sales by up selling and providing excellent customer service

- Answered customers' questions on menu items, ingredients and differences between dishes
- Managed closing duties
- Maintaining knowledge of mixed drinks and providing a daily inventory on all liquor for the management's weekly order
- Ability to work effectively in fast pace setting for long hours
- Serve food and beverages promptly

Head Waitress/Assistant Manager

Wasabi Sushi Bar - St. Louis, MO

February 2013 to June 2014

- Provided guests with an exceptional dining experience and quality service
- Substantial experience in training and supervising work of all waiters and new hires
- Performed administrative activities such as placing inventory orders and budgeting
- Increasing sales by up selling and providing excellent customer service
- Answered customers' questions on menu items, ingredients and differences between dishes
- Managed closing duties
- Maintaining knowledge of mixed drinks and providing a daily inventory on all liquor for the management's weekly order
- Ability to work effectively in fast pace setting for long hours
- Serve food and beverages promptly

Waitress

THAI HOUSE - Columbia, IL

January 2009 to March 2013

Education

Certification in Massage Therapy

Florida College of Natural Health Massage Therapy - Orlando, FL

September 2011 to May 2012

High School Diploma

Waterloo High School - Waterloo, IL

2010

Skills

- CUSTOMER SERVICE (10+ years)
- RECEPTIONIST (8 years)
- RETAIL SALES (Less than 1 year)
- SALES (10+ years)
- COST REDUCTION (10+ years)
- Inventory (10+ years)
- Word (10+ years)
- Training (10+ years)
- Cash Handling (10+ years)

- Production Management (4 years)
- Calibration (2 years)
- Commercial Driving
- Commercial Vehicle Experience
- Vehicle Maintenance
- English
- Telecommunication
- Quality Assurance (8 years)
- Supervising Experience (8 years)
- Process Improvement
- Quality Control (8 years)
- Manufacturing (3 years)
- Project Management
- Budgeting
- Tractor-Trailer
- Microsoft Excel
- Inventory control (10+ years)
- Warehouse experience (2 years)
- Clerical experience
- Pest Control (4 years)
- Driving
- Laboratory experience
- Quality Management
- CNC
- Calipers
- Micrometer
- GD&T
- Blueprint Reading
- CNC Lathe
- Construction (3 years)

Assessments

Customer service — Highly Proficient

December 2018

Measures a candidate's skill in evaluating approaches to customer service & satisfaction.

Full results: [Highly Proficient](#)

Work motivation — Highly Proficient

September 2020

Level of motivation and discipline applied toward work

Full results: [Highly Proficient](#)

Data entry: Accuracy — Highly Proficient

November 2020

Entering data quickly and accurately

Full results: [Highly Proficient](#)

Supervisory skills: Motivating & assessing employees — Highly Proficient

December 2018

Measures a candidate's ability to motivate the performance of others through feedback to identify improvements or corrective actions.

Full results: [Highly Proficient](#)

Customer focus & orientation — Highly Proficient

September 2020

Responding to customer situations with sensitivity

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

Qualifications and skills

- 9 years of management experience
- Successfully investigated and implemented ideas for quality improvement, increased productivity, and cost reduction
- Extraordinary time management and organizational skills
- Strong leadership traits and competent in people management
- Excellent ability to solve practical problems effectively with internal and external customers
- 4 years of experience driving a commercial vehicle
- 14 years of experience in customer service, management, sales, telecommunications, waitressing, and bartending positions
- A solid reputation as a hardworking, innovative, and results-driven professional
- Outstanding ability to follow instructions thoroughly and accurately
- Implemented performance, quality and efficiency measures to achieve aggressive production goals