

Jasmine Patel

CUSTOMER QUALITY ENGINEER

 Rochester Hills, MI  (248) 555-0191  jasmine.patel@email.com  linkedin.com/in/jasmin Patel

SUMMARY

Customer quality engineer with 5 years in automotive electronics, acting as the plant's quality contact for 3 vehicle makers. Answers complaints with 8D reports, leads failure analysis on returned modules, and presents corrective actions to customer quality teams, cutting customer PPM on body control modules from 35 to 9.

SKILLS

Other Skills: 8D, Root Cause Analysis, Failure Analysis, Fishbone, FMEA, SPC, PPAP, ISO 9001, PowerPoint, Communication Skills

EXPERIENCE

Customer Quality Engineer 04/2023 - Present

Clinton River Electronics Rochester Hills, MI

Supplier of body control and lighting modules to North American vehicle assembly plants.

- Manage quality for 3 automaker customers, closing **60** complaints a year with 8D reports on time.
- Lead failure analysis on 400 returned modules a year, separating no-fault-found units from true defects within 5 days.
- Run fishbone and 5 Whys sessions with production and design teams, cutting customer PPM from 35 to 9.
- Present corrective actions and FMEA updates in PowerPoint at monthly customer quality reviews.

Quality Engineer 06/2021 - 03/2023

Macomb Wire Harness Sterling Heights, MI

Wire harness maker for automotive and heavy truck programs.

- Monitored SPC on **10** crimping and molding processes, stopping 14 suspect lots before shipment.
- Prepared PPAP files for 50 harness part numbers, all approved on the first or second submission.
- Supported 2 ISO 9001 recertification audits with zero major findings.
- Investigated 30 field returns with root cause analysis and fed the findings into crimp tooling changes.

EDUCATION

Bachelor of Science 05/2021

Oakland University Rochester, MI

Electrical Engineering

CERTIFICATES

Certified Quality Engineer (CQE) 2024

ASQ