Victor Nguyen

Quality Manager

victor.nguyen@email.com
(615) 555-0166
Murfreesboro, TN
linkedin.com/in/victornguyen

SKILLS

- Quality Management Systems
- Quality Management
- ISO 9001
- Root Cause Analysis
- FMEA
- SPC
- Six Sigma
- Excel
- Leadership
- Analytical Skills

EDUCATION

Bachelor of Science 05/2015

Tennessee Technological University

Cookeville, TN

Industrial Engineering

CERTIFICATES

Certified Quality Engineer (CQE)

09/2018

American Society for Quality

Certified Six Sigma Black Belt (CSSBB)

04/2020

American Society for Quality

SUMMARY

Quality Manager with 11 years in automotive and industrial manufacturing, now running quality management for a 600-person plant with 22 quality staff. Leads the ISO 9001 and IATF 16949 quality management systems, drives FMEA, SPC and Six Sigma work, and cut cost of poor quality by $1.4M over 3 years.

EXPERIENCE

Quality Manager

06/2021 - Present

Stones River Automotive Systems — Murfreesboro, TN

Tier 1 supplier of seating and trim with 600 employees.

- Manage **22** quality engineers, supervisors and inspectors across receiving, production and the lab.
- Lead root cause analysis on top customer issues, cutting OEM PPM from 85 to 12 in 2 years.
- Own ISO 9001 and IATF 16949 certification, passing 5 straight registrar audits with zero major findings.
- Develop FMEA and SPC standards for 3 product lines and coach 4 Six Sigma Green Belt projects a year.

Senior Quality Engineer

04/2017 - 05/2021

Cumberland Industrial Products — Lebanon, TN

Maker of pumps and valves for industrial customers.

- Ran 6 Six Sigma projects that saved $620K in scrap and rework.
- Managed supplier quality for 70 suppliers, cutting incoming defect rates by 40%.
- Led PPAP and APQP for 30 new parts on 2 customer programs.

Quality Engineer

06/2015 - 03/2017

Middle Tennessee Castings — Columbia, TN

- Wrote control plans and work instructions for 2 casting lines.
- Investigated 120 customer and internal complaints a year using 8D and Excel trend charts.
- Set up SPC charts on 15 key dimensions and trained operators to react to signals.