ANGEL GARCIA

Mechanical Engineer

About Me

With more than 10 years of experience in multiple companies developing best practices, problem-solver and with an analytical mindset and plenty of initiative and an ambitious attitude, I am always ready to challenge myself and explore outside my comfort zone.

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September 25, 1986

LANGUAGE

- Spanish - Native
- English - Upper Intermediate

EXPERTISE

- Project Management
- Leadership
- Customer Support
- Flexibility
- Analysis and problem solving skills

SOFTWARE SKILLS SUMMARY

Programming: Python, Scala, Excel Macros

Data Analysis: Python, Scala

Business Analytics: Power BI

Management: Jira

EXPERIENCE

Hardware Quality Engineer in HP (3D Printing) (2023 - 2024)

Definition of the diagnostics needed to be performed by the printer and error codes to be reported when this auto-diagnostic tests fail.

- Lead of the Diagnosability cluster team that involves multidisciplinary focal point engineers (Firmware, Electronic, Mechanic, Support organization…)
- Validation of each diagnostic implemented, by designing a test plan and managing the internal team of engineers and technicians testing team, using agile methodologies, so the diagnostic performs as defined.
- Periodic reporting of status and advances to 3DP R&D & Ops Directors board· Improve the previous products diagnosability from end to end by closing the loop with field service engineers and field data analysis

Highlights:

- **Error Detection and Reporting:** Establish a robust framework for error detection, self-diagnosis, and error reporting mechanisms that align with industry standards.
- **Team Leadership:** Drive collaboration and innovation within the diagnosability cluster team, fostering a results-oriented culture.
- **Agile Validation Processes:** Implement agile methodologies to ensure diagnostics are tested, refined, and deployed efficiently.
- **Data-Driven Decisions:** Utilize real-world field data and feedback loops to inform product improvements and diagnostic strategies.

Service Team Lead in HP (3D Printing) (2022 - 2023)

- Management of the team
- Reporting Annual Intervention Rate (Monthly and Quaterly)
- Research of new opportunities
- Development of Action Plans for the L3 and Field Service Engineering
- Analysis of the printer via powerBI, log analysis.
- Interventions on customer site

Highlights:

- **Enhanced printer reliability** and reduced intervention rates through actionable insights and targeted strategies.
- Improved **team efficiency** and customer satisfaction by aligning processes with field needs and customer feedback.
- Stronger decision-making capabilities driven by **detailed analysis and data visualization** tools like **Power BI**.

EXPERIENCE

Service Engineer in Kistler (2018 - 2020)

- Performing Service Activities at customer site and/or in the office (commissioning, trainings, maintenances, repairs, calibrations)
- Yearly increase of service turnover, active customers to achieve company targets
- Supporting marketing activities by attending trade shows, conferences and other events.
- Providing technical assistance and product training (both pre-and post-sales) to customer and sales engineers.
- Giving phone/remote/on-site support for the customers and Sales Engineers
- Support marketing activities such as emailing for service news for customers
- Preparing, developing and promoting maintenance contracts
- Creation and follow-up of quotes for service and products

Highlights:

- **Enhanced customer experience** through comprehensive training, support, and technical services.
- **Increased service revenue** and customer retention through proactive marketing, maintenance contracts, and targeted interventions.
- Strengthened brand presence by participating in industry events and **promoting service excellence**.

Quality Engineer & Testing Laboratory New products in PAM (2016 - 2018)

- Responsible for the laboratory testing and approval of new projects in the automotive sector.
- Management of teams, gauges, and tools; calibration planning; R&R studies.
- Preparation of the annual testing and equipment calibration plan.
- Drafting homologation and testing reports.
- IMDS (International Material Data System).
- Conduct statistical analysis studies of products and processes, as well as equipment capability (CP, CPk, X&R, and R&R).
- Management of the equipment maintenance plan.
- Core tools (APQP, PPAP, SPC, MSA, FMEA).

Highlights:

- **Enhanced product quality and process reliability** through rigorous testing, statistical analysis, and quality tool application.
- Improved operational efficiency with well-planned calibration and maintenance activities.
- Supported compliance with **industry standards** and customer expectations in the **automotive sector**.

Researcher in LEITAT Technological Center (2010 - 2016)

- Advanced Polymers Unit
- R&D Advanced Materials Division
- Team management.
- Mold changes.
- Programming injection parameters and peripherals.

Highlights:

- **Contributed to advancements in polymer technologies** through effective team leadership and process optimization.
- Improved production efficiency and reduced downtime by expertly managing mold changes and injection parameters.
- **Strengthened the R&D division's ability to deliver innovative, high-quality materials.**

JOURNAL PUBLICATIONS

- **RESET(HORIZON 2020-JTI)**-Recycling of Composite Material for Aeronautical Applications

Development and implementation of a whole recovery process of composites used in aeronautics, in order to re-use them as raw materials to produce new parts for aircrafts.

EDUCATION

Universidad Europea de Madrid

Private Master's Degree in Big Data Analytics 2023-2024

Universitat Politècnica de Catalunya

Industrial technical engineering
2006-2010

REFERENCES

Contact details of reference are available upon request