

# SHAURYA SINGH

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## Professional Summary

Reliable Quality Control Engineer skilled in calibrating equipment, finishing documentation and tracking results. Successful at monitoring and validating manufacturing activities. Prepared to bring experience to a challenging new position.

## Education:

- **Post-Graduate Certificate in Process Quality Engineering** - August 2020  
Conestoga College, Ontario
- **Bachelor of Technology in Instrumentation and Control Engineering**– May 2016  
Guru Gobind Singh Indraprastha University, Delhi, India

## Certificates:

- Certification of emergency first aid and CPR/AED level C.
- Individual Security Guard License.
- Allen Bradley PLC, SCADA, DRIVE by Prolific Systems & Technologies PVT LTD.
- Certification of training in PLC, SCADA, DRIVE from Max Academy PVT LTD.
- Certification of appreciation as Event Coordinator in BVEST organized by Bharati Vidyapeeth College of Engineering, GGSIPU, Delhi, India.

## Proficient Skills:

- Good working knowledge of mechanical inspection techniques, equipment, and statistical sampling method (simple random method, systematic sampling, Stratified sampling etc.
- Excellent communication skills, data management skills and analytical skills.
- Have knowledge about SIPOC, SWOT Analysis, FMEA methodology, Process Flow Chart, VSM process, Root cause analysis, Minitab
- Strong skills in Microsoft Excel advance, Microsoft Word, Microsoft Visio, Tableau Basics to manage, analyze and present quality data
- Well-developed knowledge in Lean six sigma, process development and improvement, Lean manufacturing operation, quality audit
- Basic knowledge about NI LABVIEW, BLOCKLY, C++, business operations and Customer supplier relation
- Controls • System engineering • System integration

## **PROFESSIONAL EXPERIENCE:**

### **CUSTOMER SERVICE REPRESENTATIVE**

GardaWorld, Mississauga, ON

Nov 2020 - Present

- Provides research, verification, and responses to customer inquiries
- Provides high caliber Customer interaction as measured by call quality reports, call audits, and customer satisfaction survey
- Presents to the public a strong working expertise in all Client Supported Products (now and in the future) as measured by call quality reports, call audits, and customer satisfaction survey scores
- Ensures innovation and quality in all Customer interactions as measured by call quality reports and customer satisfaction survey

### **SECURITY GUARD**

GardaWorld, Mississauga, ON

Nov 2020 - Present

- Patrol assigned areas to guard against theft, fire, and vandalism.
- Operate security control-room equipment, ensure safety and emergency procedures are followed.
- Patient watch at sick kids' hospital.

### **QUALITY ENGINEER**

Amritpal Road lines PVT LTD, Mumbai, India

Oct 2016 - Oct 2019

- Designing quality standards, inspecting materials, processes, and products.
- Project planning and management for the quality department.
- Complete and promote 5-S and Kaizen.
- Monitor disposition of new models/mass production suspect material.
- Ensure monthly reports are completed and sent.
- Generate strategic plans for shipping line.
- Supervised the quality of edible oil and chemicals used for transportation.
- Managed the data of import and export of oil and chemicals across India.
- Analyzed project manager reports to update and administer program plans.

### **PROJECT TECHNICAL ASSISTANT**

IIT BOMBAY(E-YANTRA), Mumbai, India

- Designing utility robots, quality standards and products.
- Anticipating and addressing client needs and concerns.
- Developing innovative approaches to meeting client needs.
- Ensuring overall provision of quality services to clients.
- Provide technical assistance in the development and management of robots.
- Assist in the preparation of periodic technical reports/ accomplishment reports.
- Generate strategic plans for shipping line.