

Richard Sangster

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Skills and Abilities

Microsoft (Excel, PowerPoint, Word, Visual Basic (VBA), Access, Project, PowerPivot, Dynamics), Python, R, PowerBI, Tableau, Google Analytics, Teamcenter, SQL, SolidWorks, Statistical Analysis, Lean Manufacturing, Continuous Improvement, Six Sigma, Kanban,

Professional Experience

Industrial Engineer, *General Dynamics Electric Boat, Oxford, CT*

July 2022 – Present

- Developed metrics to support operations utilizing big datasets and scrubbing processes to produce valuable insights
- Recognized \$100,000 worth of savings through process improvements made within operations
- Assisted with work center setup and maintenance to support the number one defense program

Quality Manager, *XAL. Inc, Oxford, CT*

Feb 2021 – April 2022

- Oversaw supplier quality control, in-process quality control, final assembly inspection, and after-sales
 - Created process of incoming inspections for supplier purchased parts to standardize quality throughout products
 - Improved in-process quality control tracking, increasing defect detection by 10% before products left the plant
 - Implemented after-sales quality investigation to determine root cause of failures and where the process should be improved
- Performed root cause analysis for 4 major issues across 3 product lines, improving 2 in-house manufacturing processes
- Implemented PDCA / DMAIC techniques to begin implementing quality control across plant where none existed prior
- Initiated use of Non-Conformance Reports, closing more than 10 vendor issues with corrective and preventive actions
 - Finalized a deal with vendor to reproduce rejected stock and credit more than \$6,000 for indirect costs
- Tracked production metrics to evaluate operator performance and determine areas of possible improvement
- Lead company UL audits consisting of 3 multilayer files and showing conformance to the standards of UL specifications
- Eliminated over 20% of product complaints through order specific testing and standardization

Product Engineer, *XAL. Inc, Oxford, CT*

May 2018 – Jan 2021

- Improved assembly times of 2 products by reducing 20% of part variation through redesigning key production parts
 - Supported customer service department, production floor, and sales department
 - Provided electrical and material information to customer service and sales departments in order to ensure correct products were being ordered
 - Performed gemba walks and time studies to eliminate production waste for all product families
 - Updated design, testing, and manufacturing to conform to UL electrical safety standards
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Education

Syracuse University

Jan 2022 – Present

Masters of Information Studies

Applied Data Science

GPA (current): 3.97

University of Connecticut

Aug 2014 – May 2018

Bachelor of Science in Engineering and Business (Dual Degree)

Management and Engineering in Manufacturing (MEM)

GPA: 3.43
