**Charles Mckey IV**

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**Experience**

**Amazon**

**Support Engineer II**

**July 01, 2021 - Present**

* Write work instructions, troubleshoot non-conformances, and execute critical assembly build and test campaigns.
* Define and implement Work Order and standard operating procedures.
* Design and run experiments to support process development for various subsystems.
* Assist in developing manufacturing processes and planning line layouts for Assembly, Integration & Test.
* Specify, design, and help procure assembly equipment, tools, and systems.
* Interface with facilities personnel on site development and utility requirements.
* AIT takt time & cost optimization planning.
* Review designs for manufacturability and sign off for design release.

**Support Engineer**

**September 7, 2019 - July 01, 2021**

* Work with the inventory team to gather completed kits and report on their status.
* Report part shortages and workflow in status meetings.
* Generate, validate, and follow detailed assembly instructions.
* Update and repair electrical assemblies and subsystems.
* Execute electronic test procedures for component and system level testing.
* Troubleshoot electro-mechanical assemblies with basic electronic lab test equipment.
* Manage workflow for the team and send out daily reports of completed products.
* Install wires in products assembled following proper cable management.
* Work closely with engineers to resolve issues and introduce New Product Introduction (NPI).

**Geek Squad**

**Lead Autotech**

**October 1, 2015 - September 7, 2019**

* Installed and integrated aftermarket electronic equipment in vehicles.
* Troubleshoot electrical systems and wired audio and security components.
* Routed wires through vehicles using proper cable management.
* Handled vehicle batteries during the installation of aftermarket equipment.
* Maintained shop supplies by ordering through supplier software.
* Trained store associates and traveled to help and train technicians at different Best Buy locations.

**Best Buy**

**Customer Service/ Mobile Sales Associate**

**August 15, 2014 – September 28, 2015**

* Provided customer service solutions and resolved issues.
* Conducted mobile sales activations for AT&T, Sprint, and Verizon.
* Worked with customers, teaching them about technology.

**Education/Certifications**

* C1 Training Program (Software Development Course)
* IPC-610, IPC-620, IPC-7711/7721, J-Standard
* Mobile Electronics Certified Professional – MECP Advanced Certificate

**Skills**

* Troubleshooting
* Using various test equipment
* Familiar with a variety of hand tools and power tools
* Wiring – stripping, crimping, terminating
* Soldering
* Quality control and assurance
* Manufacturing software (e.g., ERP systems)
* Root cause analysis
* Troubleshooting production issues
* Technical writing (reports, manuals, etc.)
* Process optimization and improvement
* Statistical analysis and data interpretation