Thanh Truong

Sr. Quality Engineer

Personal Info

Address
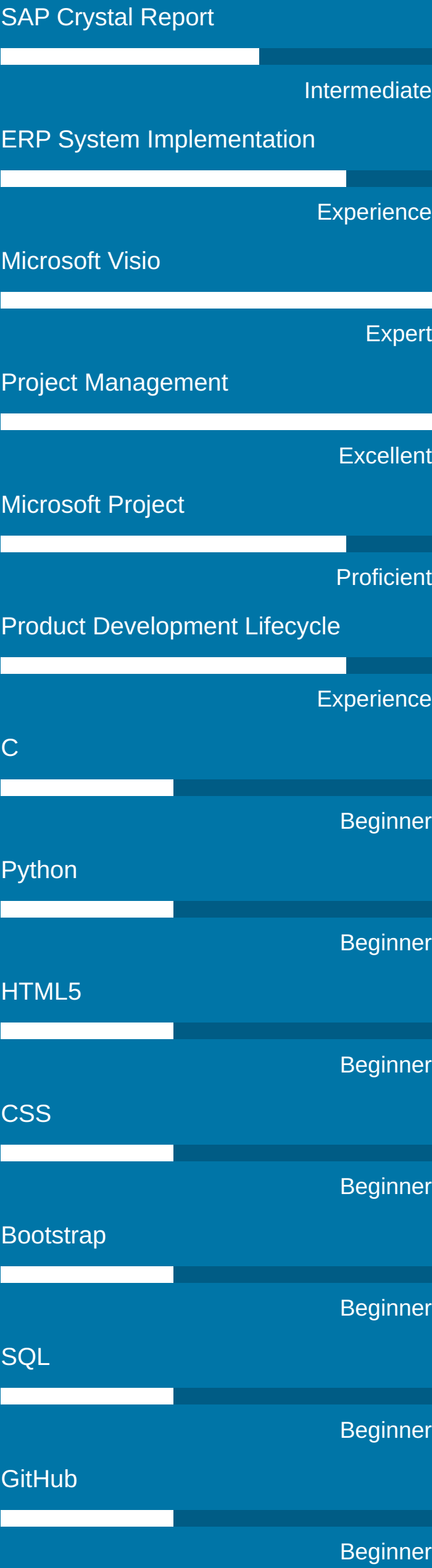Byron Center, Michigan

Phone
616-808-9969

E-mail
thanhgvsu@gmail.com

Skills

SAP Crystal Report

Intermediate

ERP System Implementation

Experience

Microsoft Visio

Expert

Project Management

Excellent

Microsoft Project

Proficient

Product Development Lifecycle

Experience

C

Beginner

Python

Beginner

HTML5

Beginner

CSS

Beginner

Bootstrap

Beginner

SQL

Beginner

GitHub

Beginner

Sr. Quality Engineer with 8 years experience in medical device industry and strong experience in successful ERP implementation projects including software configuration, implementation, validation, and user-training resulting in significant cost-saving and increase in efficiency.

Skilled with developing reports in SAP Crystal Report from Oracle database. Knowledge in product development lifecycle and excellent communication skills.

2018 Annual Impact Award Nominee from current employer.

Experience

2013-12 - present

Sr. Quality Engineer

Medbio LLC

Responsibilities:

- Manage customer complaints, drive root cause analysis and corrective actions, and communicate complaint resolution with the customer until satisfaction
- Lead and drive to completion several ERP implementation projects to automate processes supporting the quality management system (QMS)
  - define current vs. future state and system requirements
  - design and propose solutions
  - organize and lead design review meetings with stakeholder
  - develop and manage project timeline and deliverable
  - configure the system per approved design and generate required reports
  - develop test protocols, perform validation, and generate reports documenting test results
  - create procedures, work instructions and train users
- Technical support for newly-developed ERP systems and management of user account and system security configuration

Achievements:

- Develop procedures for software validation contributing to the company's success in passing the certification for the new ISO 13485:2016 standard in 2017
- Develop procedures and worksheets for the company's QMS to guide software development in compliance with FDA regulation for electronic records and electronic signatures
- Developed and implemented successfully several ERP modules to automate processes used in the QMS leading to significant cost-saving and increase in efficiency. Utilizing an automatic broadcast workflow, checklist, and auto-generated daily/weekly reports, timeliness in review/approval, consistency in following procedures, and automatic tracking of due dates in the new systems have been improved significantly resulting in cost-saving, increase in efficiency, on-time delivery, and reduction in GDP errors.
- 2018 Annual Impact Award Nominee

2010-09 - 2013-12

Project Engineer

Transcorp Spine

Responsibilities:

- Responsible for design and development, project management
- Organize and lead design review, document each phase of the design development cycle in compliance with FDA regulation
- Regulatory submission for FDA approval of new product

Achievements:

Successfully submitted and obtained FDA approval for new design of cervical implant product line.

Education

2018-12 - present

Western Governor University

- BS in Computer Science
- Expected Graduation: 12/2019

2008-01 - 2010-08

Grand Valley University

- BS in Mechanical Engineering

2005-01 - 2008-01

Grand Rapids Community College