

**TRI NGUYEN****P: (408) 627- 5078****E: mr.tringuyen1225@gmail.com****A: 765 Toyon Ave, San Jose, CA 95127**

*More than ten years of working experience in Medical Device repair services, outstanding team leader, communication skills, and strong technical and troubleshooting skills. I'm seeking a position in a fast-paced organization where my professional skills will be utilized to achieve organizational objectives*

**WORK EXPERIENCE****Olympus Surgical Technology America, San Jose, CA 03/2011- Current****Production Lead**

- Analyze and investigate DMN (Discrepant Material Notice) to determine the root cause: workmanship or material failure based on the findings
- Inspect, estimate, testing functioning of the products
- Leading quality projects to meet QCD goal
- A team member of Production Internal Quality Audit to ensure the company follows Medical Device Code ISO 13485 and FDA requirement
- Work closely with Regulatory Affairs and Quality Assurance departments for quality concerns from internal SQR and external Out of Box Failure to solve issues.
- Ability to build a strong team working effectively meeting productivity, quality, and TAT targets
- Familiar with GMP and GDP practices
- Strictly follow all corporate, regulatory, safety and production policies and procedures
- Mentor all team members to perform successfully jobs duties in Quality, Cost, Delivery, and Safety
- Distribute and report daily production TAT, IPQ, SQR in Flash Report
- Set up huddle meeting to inform team's performance, give feedbacks, and motivate the team
- Run weekly presentation for quality report and problem solving in Quality Team Meeting
- Participate in Kaizen, Lean Management, and Problem-Solving training classes with Directors, Managers, and Supervisors
- Work closely with manufacturing/product engineers with all product failures and process improvement
- Maintain 5S daily and doing 5S internal audit walk-through
- Certify trainers and have permission to create skill maps/training records

**Boston Scientific, Fremont, CA 11/2010- 02/2011**

**Production Technician**

- Operate machine to produce quality engine parts
- Provide day-to-day manufacturing support, evaluating and addressing production concerns and problems through troubleshooting of components, tooling, and processes
- Implement continuous improvement projects resulting in improved manufacturing yields
- Repair and/or troubleshoot equipment, correcting processing problems as they occur
- Perform preventative maintenance on equipment
- Troubleshooting controls of equipment errors

## **EDUCATION BACKGROUND**

- B.S Business Management (2023)
- CNC machinist certificate at De Anza College
- Business Essentials Certificate at Mission College

## **SKILLS**

- Microsoft Office
- Problem solving
- Analyzing Information, Reporting Research Results, Documentation Skills
- Safety and 5S Management
- Communication skills
- Team building
- Troubleshooting skills