**Professional Summary**

A creative project professional with a diverse background in customer service, manufacturing and project management. Able to negotiate and problem solve quickly and efficiently. Known for taking initiative and skilled at overcoming challenges. Adept at prioritizing and completing milestones in a timely manner, yet flexible to multitask when necessary. Highly proficient in Microsoft Office, ERP and Primavera. Enjoy learning new processes and tackling new projects. Committed to safety and quality. Areas of expertise include; written & verbal communications, analysis, problem solving, executive reporting, process improvement and second to none in organizational skills.

**Experience**

**Kawasaki Rail Car (KRC) 2015- Present**

Kawasaki established Kawasaki Rail Car, Inc., also known as KRC, in Yonkers, New York. In addition to providing contract administration, project management, warranty and marketing functions. KRC houses a 150,000 square feet manufacturing facility equipped for fabrication, assembly, overhauls, rehabilitations and static and dynamic function testing of all types of rail cars.

Quality Assurance Specialist – Greenbelt, MD

Report to the Quality Assurance Supervisor and assist with supervising four inspectors an administrative assistant.

* Control and monitor Quality Control processes at Acceptance site. Provides work direction for the QC Inspectors & Acceptance personnel. Routinely submit required reports to the Site Manager & Project Management
* Evaluate and recommend the proper course of training for each QC Inspector. Responsible for the overall safety of employees or visitors who enter the facility.
* Responsible for oversight of the KRC calibration program
* Interface closely with the Customer, Engineering & Production to investigate and resolve problems regarding WMATA 7K rail cars and report defects and issues, including open items identified in the Acceptance process
* Prepare schedule for daily activities and coordinate completion/progress with Production and the Customer
* Write quality procedures, develop forms and records to document and satisfy the requirements of the technical specifications
* Ensure that the configuration of an item (and its components) is known and documented and that changes are controlled and tracked
* Direct input into the Configuration Management planning, implementation, execution, and final delivery of rail cars
* Uphold daily housekeeping to ensure safe working conditions and practices. Ensure that all customer safety policies on the site are strictly followed by all staff members
* Coordinate & Lead the weekly Kaizen meeting between KRC, KHI & KMM to identify & correct a multitude of issues

**Hyundai Rotem USA 2010- 2015**

Hyundai Rotem USA or “HRU” is a final assembly rail manufacturer with an American client base. Headquartered in Seoul, South Korea, HRU was set up as a subsidiary to provide railcars to SEPTA, SCRRA, SFRTA, MBTA and DTS. HRU employs 230+ workers.

Technical Engineer – 2013 to 2015 – Philadelphia, Pennsylvania

Reported to the Site Manager of SEPTA warranty and customer service, located at SEPTA’s Wayne Junction facility. Managed between 12-15 subcontractors doing engineering changes & repair work.

* Prepared reports by collecting, analyzing and summarizing, product and process trends and present reports to senior leadership for cost efficiency
* Brought process data up to ISO standard and maintained a current database
* Ensured that all warranty check lists, serial number data and customer service repairs were documented and retained with all pertinent information
* Developed and maintained a working relationship with the customer and responded in a timely manner to all of their common inquiries or complaints
* Solved problems and dealt with a variety of variables (creatively) where limited information existed
* Evaluated tools, labor and material costs, and estimated future requirements

Facility Assistant – 2013 – Philadelphia, Pennsylvania

Reported to the Engineering Director & Facility/ Safety Manager. Managed three employees & a 250,000 sq. ft. facility, containing 50 to 60 production cars & over 30 pieces of equipment.

* Managed all onsite logistics for large deliveries, such as, train shells from Korea, including arranging police escorts, crane companies and other logistics functions
* Designed & fabricated a vertical drill press for ceiling production work
* Worked with vendors to cut material costs up to 35% in some cases
* Created a maintenance tracking spreadsheet & history books to track maintenance
* Ensured fire safety protocol was being met
* Supervised exterior facilities including necessary repairs to landscaping, HVAC, dock platforms, etc.

Project Management Assistant – 2012 – New Bedford, Massachusetts

Managed 12 subcontractors to do engineering changes, repair work & clean.

* Selected by HRK (Hyundai Rotem Korea) as the only HRU employee for the MBTA Pilot Car Project & reported directly to the Project Manager. During the project, we produced four pilot cars & used two different facilities. Due to the size of the first facility, we were limited on what we could accomplish so after 5 months we moved to Wareham, Massachusetts.
* Dealt one on one with MBTA engineers on a daily basis for QC items & engineering changes, such as: Damaged seat repair or replace & heater modifications
* Negotiated a 30% discount for all HRU& HRK employees on short term & long term housing
* Served as liaison for housing, vehicles & utilities for visiting Korean staff
* Started a metal recycling program at two satellite facilities which put over $10,000 back to the bottom line
* Implemented a safety program (including blue flag) for all employees
* Negotiated per hour cost with labor staffing agency to hire subcontractors for railcar assembly
* Coordinate scheduling of assembly completion dates to adhere to contract milestones

Production Assistant – 2010 to 2011 – Philadelphia, Pennsylvania

Served as an acting assistant manager at headquarters in Philadelphia to relieve the production manager of the mechanical teams. Oversaw a staff of 20 mechanical employees

* Created the first process travelers for the SEPTA project, which had already been started when I arrived
* Supervised employees in order to complete inspections in a timely manner
* Assist in evaluating material shortage issues, pinpoint problems & implement solutions

Facility Start-up Manager – 2010 – Colton, California

Reported to the HRU Project Director. Tasked with turning an outdoor desert facility into a production facility capable of producing 155 railcars.

* Coordinated with vendors to install management trailer offices, electric, phone lines & T1
* Worked closely with contractors to install electrical for high voltage shop power
* Procured all office & facility material, such as desks, shelves, computers, etc.
* Implemented a metal recycling program, putting over $3,000 back to the bottom line
* Served as liaison for housing, vehicles & utilities for visiting Korean staff
* Implemented a safety program (including blue flag) for all employees

**Education**

Project Management Fundamentals, Community College of Philadelphia, 2012

Total Quality Fundamentals, Community College of Philadelphia, 2012

Management Training, Wal-Mart Supercenters, 2003