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## **QUALIFICATIONS**

Over nine years of experience in training and teaching; twenty years experience in engineering, manufacturing, quality management systems, quality assurance and IT ; which included managing technical and administrative staffs in the electronic and mechanical fields of the telecommunications industry. Additional seven years of experience in mechanical design of street sweepers and scrubbers.

## **ACCOMPLISHMENTS**

- Teaching at Minnesota State Community and Technical College, five courses in Networking Essentials.
- Designed, implemented and maintained Internet sites for non-profit organizations.
- Achieved pre-certification of ISO 9001:2000 and TL 9000 3.0 (Hardware and Software) for two facilities within a six month schedule. Developed a database for the pre-certification which became model for the other divisions to use for pre-certification to ISO 9001:2000 and TL 9000 3.0. Additionally developed internal ISO/TL training program, resulting in successful training of 20 full time auditors (continuous training program) and training of 1,500 employees/managers.
- Organized, scheduled, implemented, trained and maintained consolidation of divisional procedures to a set of standard company procedures. The reduction from 2,000 to 500 procedures with first year savings of \$450,000. This included headcount reduction from 10 to 2, for maintenance of the company procedures.
- Designed, implemented and maintained Intranet sites for Corporate Quality, Manufacturing and Engineering.
- Coordinated an automated process of procurement for printed circuit boards, stencil silk-screens and labels. The new process eliminated the hazardous material required for film development in a darkroom. Resulting in reduction of headcount of 2 with first year savings of \$500,000.
- Successfully implemented a paperless process and repair for manufacturing. Evaluated software and hardware, generated cost analysis, implementation and coordinated training requirements. Resulting in first year savings of \$250,000.
- Successfully implemented a Manufacturing IT organization, which support manufacturing and office environment for the Electronic Division.
- Realigned the process for divisional regulatory audits, resulting in reduction of several annual regulatory audits, and a cost savings of \$50,000.
- Reduced average backlog of customer return products turnaround time from 3 months to 15 day turnaround.
- Designed, tested and implemented product enhancements results of cost reductions for sweepers and scrubbers of \$150,000 annually.

## **EXPERIENCE**

Minnesota State Community and Technical College, Detroit Lakes, Minnesota

### **Instructor ( Spring 2005)**

Taught five different courses such as; Network Essentials, Helpdesk, Portfolio, ACCESS Database, and Windows XP Management. I developed my own curriculums and used the provided training materials, to teach adult students (15 to 20 students per class).

ADC Telecommunication, Inc., Eden Prairie, Minnesota

### **SR Quality Project Engineer & Corporate Quality Business System Manager (1996-2002)**

Provided leadership for the ISO 9001 and TL 9000 program, for corporate and divisional operations and documentation control audit of the quality system; a liaison function for partnering programs between company and its customers; and a centralized resource for feedback to management of customer issues and company quality system performance. Customer Support - (SAP/QM/CM). Coordinate regulatory audits for products falling under regulatory requirements; UL, CSA, TUV, BABT, FCC, FDA and ETL.

### **Manufacturing Support Manager (1990-1996)**

Managed five employees with an annual budget of \$1.5M. Coordinated between Development Engineering to maintain a technical, administrative, and managerial staff responsive to the needs and objectives of the Electronics' Engineering Department. The major emphasis was in the area of New Product Development, Product Line Extensions, Cost Reductions, and Manufacturing Support. Additionally responsible for manufacturing strategic and tactical planning of desktop platform environment including network servers, personal computers, and office and manufacturing productivity software. Provided support and accountability of transitioning engineering data to manufacturing. Responsibility included maintaining facility Disaster Recovery Plan, management of the Engineering Change Administration and management representative for ISO 9000 support. Coordinate training SAP/R3 modules PP, MM and QM.

### **Engineering Service Manager (1982-1990)**

Managed 25 employees with 5 budgets of \$2.5M. Simultaneously supervised the Photolab, Procurement of Prototype Printed Circuit Boards and Components, Engineering Change Administration, Electrical and Mechanical Drafting, Mailroom, Receptionist, and Engineering Computer Aided Design System. *Promoted from Senior Designer to Lead to Drafting Supervisor (1982 - 1985) to Engineering Service Manager.*

Tennant Company, Golden Valley, Minnesota

### **Mechanical Designer 1974-1982**

Generated Engineering Change Order packages for release of designs and products. Design field replacement kits and wrote installation instructions. Trained engineers in generating Bill of Materials and Engineering Change Order/Notifications. Generate engineering documentation, which met customer and regulatory requirements (UL/OSHA). *Promoted from Detail Drafter (1974 - 1978) to Mechanical Designers.*

### **CERTIFICATIONS/LICENSE**

- Lead Auditor (ISO 9000) Certification - ADC Telecommunications, Inc., Minnesota
- Certified Quality Auditor (ISO 9000) - ASQ, Minneapolis, Minnesota
- ISO 9000 Software Environment Implementation - ASQ, Minneapolis, Minnesota
- TL 9000 Quality System – Excel Partnership, Dallas, Texas
- Teaching License in Microcomputer Support Specialist (#145520) (Expires July 2010)

### **COMPUTER EXPERIENCE**

- CADD; ComputerVision, Pro/E, CD2000, Mentor, REDAC. MS Office Suite, FileMaker Pro, MS Publisher, PHP, JavaScript, Flash, Adobe Photoshop, XML, HTML, DHTML and CSS. CIM-Computer Integrated Manufacturing/PQM - Product Quality Management. Novell, NT servers.

### **LANGUAGE**

- Fluent in German

### **EDUCATION AND TRAINING**

- 1971-1972 TCOIC, Minneapolis, MN - Mechanical Drafting
- 1976-2001 Continuous Education
- 1982-1983 Supervision I, II, III
- 1984 Professional Selling Skills I, II, III
- 1991 Seven Habits I & II
- 2002 Cardinal Stritch University, Minneapolis, MN - B.S. Business Management
- 2004 Minnesota State Community and Technical College, MN - AAS Degree Internet Design

### **HONORS AND AWARDS**

- 2003, 2004 President and Deans List for Academic Achievements
- 1984, 1993, 1995 and 1997 - Award of Excellence, from ADC Telecommunication, Inc.
- 1985 - Science Museum, St. Paul, MN. - "Women in Science and Engineering" - Coordinated and implemented a demonstration of printed circuit boards from design concept to finished product. Received a letter of recognition, for excellent demonstration of the project "Design and Development of Printed Circuit Boards."
- 1986 - Designed and implemented a program for women to work from home, engineering documentation.