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Melissa E. Dietz

OBJECTIVE:	Experienced and accomplished Quality Manager with over ten years of experience looking to utilize extensive background in quality, engineering, auditing, customer service, metallurgical quality standards, and continual improvement to propel your company and employees to top-rated leaders in the industry.
WORK HISTORY:	Quality Manager, Bohn & Dawson, Valley Park, MO October 2021 – Present Quality Manager, MAC, Washington, MO November 2018 – October 2020 Quality Control Manager, Arconic, Sullivan, MO January 2010 – November 2018 Machine Operator, Bennett Packaging, New Haven,MO June 2005 – December 2010 Legal Secretary, Paule, Camazine, & Blumenthal, Clayton, MO September 2002 - June 2005 International Shipping Clerk, Rawlings, Washington, MO April 1998 - September 2002
PROFESSIONAL ACHIEVEMENTS:	➤Boeing 787 Pi-Box Seat Track Program–excelling quality from 60% to 100% and the on-time delivery from below 70% to 95% within six months gaining my promotion to QM. ➤Working with suppliers through audits, SCARs, and scorecards to ensure requirements are met while maintaining positive relationships. ➤Improved the Quality Management System (QMS) through APQP, capturing tribal knowledge, maintaining calibrations, implementing SOPs, training, and tracking trends to capture risks and opportunities. ➤Obtained ISO 9001:2015 Certification for a organization that had no tracking, work procedures, or document control in place prior in just 3 months.

EDUCATION:	SOUTHERN NEW HAMPSHIRE UNIVERSITY, MANCHESTER, NH BS OMA PMA (OPERATIONS MANAGEMENT/PROJECT MANAGEMENT) ★ Current GPA of 3.7, President’s List since beginning college in March of 2020, a member of the National Society of Leadership and Success, the Honor Society, and 2021 Dean’s List honors.
CERTIFICATIONS:	EAST CENTRAL COLLEGE, UNION, MO COMPUTER INFORMATION SYSTEMS ★ Computer-related classes maintaining a 3.5 GPA. ➤ AS9100D Certified Auditor for aerospace manufacturing ➤ ISO 9001:2015 Certified Auditor for all industries ➤DSQR (Designated Supplier Quality Release) Certification for GE Aerospace 2018 ➤LCS (Laboratory Control at Source) for Pratt & Whitney 2020
Merits:	➤ National Honor Society of Leadership and Success senior member. ➤ President’s List achievement 2020–present. ➤ Dean’s List (2021) ➤ Continual self-improvement and education to stay on top of the latest trends, risks, and opportunities. ➤ Root Cause Corrective Actions and Preventive Actions utilizing fishbone, 5 why, and 8D analysis for QMS enhancement. ➤ 5S Kaizen event coordinator for streamlined shop processes. ➤ SWOT Analysis risk and opportunity assessments. ➤ Lead auditor on hundreds of internal and supplier audits. ➤NDT, Heat Treatment, BAC Final Etch, Nadcap, welding, and chemical process auditing. ➤ Expert knowledge of aerospace, legal terminology, GD&T and drawings. ➤Expert knowledge of Microsoft Word, Excel, and PowerPoint. ➤ Professional customer service communication skills including conflict resolution and maintaining valued relationships. ➤ Team-oriented with ability to make informed decisions.

REFERENCES:		Brian Magac Quality Manager, Seyer Industries 636-928-1190 Ben Ransom Quality Manager, Nortek 636-432-8433 Denise Murdock Quality Control Supervisor, Arconic 314-288-5304 Thomas Murray Floor Supervisor, Bennett Packaging 573-508-7714