

MATTHEW FRIZZELL

SUPPLIER QUALITY TECHNICIAN

OBJECTIVE

To obtain a challenging position where my creativity, problem-solving skills, and experience in leadership, can be utilized to enhance customer satisfaction and drive business objectives. Especially in the challenging times our company faces. I have flexibility to support suppliers on-site and collaborate for synergy between producer-customer.

EXPERIENCE

Supplier Quality Technician – Pratt & Whitney

Jan 2023- Present

Standout Skills:

Root Cause Analysis & Problem Solving: Strong understanding of AS13000. Identified and analyzed quality issues, using root cause analysis to determine corrective actions and prevent recurring defects, resulting in improved supplier performance.

Supplier Relationship Management: Collaborated with suppliers & SQE's to establish quality requirements and maintain open communication channels, maintaining productive partnerships and addressing quality concerns proactively.

Quality/Aerospace Requirements: Strong understanding of QMS requirements per AS9100 & ASQR-01, control of nonconforming material, the clinic process, and delivering product to customer as expected.

Key Achievements:

- Selected to **lead** an executive backed High Impact Action Team to address *Cost of Poor Quality* (COPQ) and to identify/implement initiatives for significant cost reduction.
 - Implemented OEM to MRO process in North Berwick.
- Completed OJT packet promptly, demonstrating initiative, drive, and practical execution.
- Proactively hosted supplier on-site to collaborate, problem solve and prevent an SDO & \$1M delivery miss.

General Manager – McDonald's

Oct. 2013 – Nov 2022

Standout skills:

Successful Team Leadership & Development: Led a team of 30+ employees, creating a collaborative and efficient work environment through effective communication, training, and performance feedback.

Customer Service Excellence: Consistently achieved high customer satisfaction scores by ensuring quality service, resolving complaints promptly, training staff on best practices, and providing proactive solutions.

Problem-Solving & Conflict Resolution: Addressed and resolved conflicts with staff and customers, ensuring a positive environment and promoting a smooth operation even during high-stress periods.

Key Achievements:

- Increased sales by \$750,000 & closed competitor 2 years into role.
- Transformed struggling store into an Outstanding Restaurant.
- Won Outstanding Restaurant Manager twice.
- Nominated for Ray Kroc Award (top 1% worldwide).

CONTACT

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ABOUT ME

Perspicacious and adaptive professional. Insightful understanding of processes, with curiosity to unknowns. Adept ability to understand complex scenarios and manage difficult situations with flexibility.

EDUCATION

CHAMPLAIN COLLEGE

Burlington, VT

BS in Business Management

Expected completion
Spring 2027

General Manager Capstone -
Completed: 2015

RELEVANT

SKILLS

CORE Professional
Casting Process Knowledge
Facilitation 4 Results
8D 301
JCL2