

# Jeff Heinrichs

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Jeff.Heinrichs@outlook.com

- Quality Manager/Hands-On Leader
- Copy Exact/Change Management
- FMEA/CAPA/PCP tools expert
- Quality/Customer Focused
- Defect Mapping/Root Cause Analysis
- ISO 9001/Lean/CM/Data Driven
- MS Office Expert/Advanced Used
- Adobe Premier Pro/Photoshop/

## OBJECTIVE

Seeking a new and challenging career path, that can leverage the depth of my skills and strengths in quality and production management while I served as a global quality manager and hands-on “doer” for a billion-dollar company in the fast-paced semiconductor capital equipment industry for over two decades.

Having undertaken a recent dramatic career change, this is a great opportunity for a company to leverage my professional skills, strengths, and passion for making a difference. I am in a position of flexibility that will allow me to work either under contract or as a full-time team member. My dedication is exemplified in my longevity with every position I’ve held and the promotions I’ve received. I want to support your organization and make a difference.

## SUMMARY

As a career manager with a highly successful billion-dollar global organization, I’ve been responsible for all key operational aspects within a world-class leading manufacturing organization. I bring with me 20+ years of strength in quality and customer service focused experience that compliments my entire skillset.

Throughout my career I have built a model for the optimal customer experience. Serving a variety of customers (internal/external stakeholders, students, pupils) and managing those expectations by building relationships using soft skills necessary to gain confidence, coupled with an earned respect providing the necessary data to directly satisfy customer expectations has proven to build strong, trusted, mutual respect-filled relationships.

## EXPERIENCE

### Advanced Energy Industries

Global Quality Manager (Photonics and PCS)	July 2020 – September 2021
Quality Systems Manager (Thermal Instrumentation)	June 2013 – July 2020
Quality Production and Service Manager	March 2007– June 2013
Quality Engineer	February 2003 – March 2007
Customer Service Manager	May 2000 – February 2003
Bench Technician	January 2000 – May 2000

Integral part of the strategic management team within an organization focused on the semiconductor capital equipment industry. Personally developed and drove the quality metrics and customer experience within an organization with growth from \$3M annually to over \$28M annually. Was the responsible quality representative for all aspects of organizational quality and customer satisfaction for locations in Washington, California, Frankfurt and Denmark.

Roles included:

- **ISO Manager** – Directly managed site implementation from nothing to ISO 9001:2008 registration and subsequent ISO 9001:2015 registration to include annual Strategic Semiconductor Quality Assessments (SSQA). Maintained ISO registration through surveillance and registration audits from 2009 to 2021 with only two minor non-conformances over the 12-year period (world-class).
- **Quality/Lean Leader** - Work closely to drive and support cross-functional teams on waste reduction, process control, root-cause analysis and Lean improvements using tools that include: Control Charts, FMECA, Fishbone, 8D, 5Why's, Pareto Charts, VSM, run-charts, Flow Diagrams, Histograms, Daily Management, etc.
- **Technical Lead** –
  - Developed dozens of tools and reports using advanced Excel, and Access skills as part of KPI, CIP and kaizen activities.
  - Instituted a novel approach to Kanban systems implementing Amazon “Dash” buttons to empower factory floor assemblers and operations personnel.
  - Looked to as an overall process and product expert. Built intimate relationships with technical partners on multiple product lines and at varying levels between customers, vendors, engineering, operations and management stakeholders.
- **Customer Service Manager** – Service focal for all external customer communications. Review of failure analysis reports. Direct technicians and service personnel to ensure end customer needs are met through proper escalation paths for all customer concerns.
- **Customer Facing** – Maintaining and building upon customer relationships through weekly conference calls and physical visits with customers. Create agendas and content for external customer visits and site visits from customers.
- **IT Support** – Support nearly 100 workstations including multiple servers. From basic troubleshooting of applications, hardware, software, and network issues, to scheduled upgrades and maintenance as rolled out through corporate initiatives.

#### **University of Maryland Asian Division – Yokota AFB, Japan | APO AP**

Japan Area Media Learning Center Manager

April 1998 – January 2000

NAF Atsugi Field Representative

March 1996 – April 1998

NAF Asugi/Camp Zama Media Learning Center

November 1993 – March 1996

Media Learning Center (MLC) Manager – Directed seven Japan Area Media Learning Centers to ensure labs were resourced appropriately for faculty and student needs and ready for term course offerings.

Roles included:

- **Schedule Development** – Under the Japan Director, course offerings were established and coordinated faculty schedules at campus locations throughout Japan.
- **Personnel Management** – Coordinated activities at seven MLC campus locations. Ensuring locations were continually staffed with personnel and had hardware and software available for term offerings and maintained for student and instructor needs.
- **MLC Trainer** – Trained MLC personnel in the use of various software and hardware necessary for maintaining the computer systems each term. Provide assistance to students and faculty in the use of software and hardware
- **Graphic Publishing** – Responsible for the production, design and layout of five term schedules for seven campus locations each academic year
- **Director Assistance** – Aided Program Coordinators in the production, design and layout of Departmental term newsletters
- **Field Representative** – Managed site term schedule, student enrollments and book sales, financial transactions, day-to-day student inquiries and interfaced with the base Education Office as the on-site representative for the university.

## **STEP Juku – Fujisawa-shi, Kanagawa-ken, Japan**

Conversational English Instructor  
Private Tutor to STEP Owner  
Summer Camp Coordinator/Counselor

June 1996 – April 1998  
September 1996 – April 1998  
August 1996 & August 1997

### **Roles Included:**

- **Conversational English** – Taught conversational English to students in 3<sup>rd</sup> grade supplementing their regular juku (Japanese) instructor courses. Developed my own curriculum for such subjects as: days of the week, months of the year, body parts, times of the day, counting, etc.
- **Private Tutor** – Was chosen to tutor the owner from English speakers at over 50+ STEP juku locations. Taught conversational business and recent news and events English to the owner of STEP.
- **Summer Camp Coordinator** – Was picked to be the summer camp counselor for the first and second annual Chigisaki (Beach) Summer Camp for students of the 3<sup>rd</sup> and 4<sup>th</sup> grades. Coordinated all content and activities for the weekend camps: meal preparations, learning games, lessons, fun activities.

## **United States Navy**

Aviation Electronics Technician Calibration Specialist  
AIMD NAF Atsugi, Japan  
USS Okinawa (LPH-3), San Diego, CA  
Navy Calibration and Repair, NAS North Island  
Advanced First Term Avionics, Millington, TN

March 1993 – March 1996  
June 1990 – March 1993  
February 1990 – June 1990  
March 1989 – February 1990

### **Roles included:**

- Test, calibrate and repair general purpose electronic test equipment including: spectrum analyzers, signal generators, function generators, oscilloscopes, counters, in addition torque, pressure, optical indicating and controlling devices
- Worked alongside Navy Type III laboratory personnel at NAF Atsugi, Japan
- Certified as a calibration and repair Quality Assurance inspector at calibration labs both at sea (USS Okinawa) and on land (NAF Atsugi, Japan)
- Completed Advanced Microwave Measurement School (Lowry AFB)
- Certified 2M micro-miniature repair technician

## **EDUCATION**

University of Maryland University College  
Bachelor of Science – May 2000  
Major in Information Systems Management  
Minor in Business Administration  
Dean's list - 2 times; GPA: 3.524

## **PROFESSIONAL AFFILIATIONS**

American Society for Quality  
Senior Member – 2009  
FCC Amateur Radio Operator –  
General License, KG7PZM – 2014

## **TECHNICAL SKILLS**

SAP ERP Daily User  
Advanced MS Office skills:  
MS Excel w/VBA development  
MS Access Adv. dB development  
MS PowerPoint superuser  
MS Word daily user  
JUMP analytics user  
Web Development

## **CERTIFICATES**

Six Sigma – Green Belt, September 2010  
Six Sigma – Black Belt, November 2010  
Lean Practitioner – April 2015  
Lean Leadership – March 2017  
Data Analytics – June 2018