

Jeff Heinrichs
Camas, WA 98607
Jeff.Heinrichs@outlook.com
www.JeffHeinrichs.com
360-931-6308

OBJECTIVE

I am seeking out new opportunities and a chance at a career change. I am a certified Six-Sigma Black Belt, employed with an industry leading non-contact temperature measurement company with a primary focus in the semiconductor capital equipment market.

SUMMARY

I have over 15 years of experience in Quality Management Systems with an in-depth mastery of quality tools and techniques (Lean, Value-Stream, FMECA, CIP, CAPA, 8D, Fishbone, etc.). Skilled in the development of data presentation, tracking and mining applications to include web pages, database applications and advanced Excel skills. Implemented ISO 9001:2008 and SSQA (semiconductor industry Standard Supplier Quality Assessment) in 2009 and have sustained it above annual goals ever since.

EXPERIENCE

Sekidenko Inc., an Advanced Energy Company

Quality Production and Service Manager

March 2007– Present

Quality Engineer

February 2003 – March 2007

Customer Service Manager

May 2000 – February 2003

Bench Technician

January 2000 – May 2000

Integral part of the management organization in the fast-paced cyclic semiconductor capital equipment industry. Took on multiple roles and responsibilities over the years to ensure not only organizational success, but also to provide me with a wealth of growth opportunities over time.

Roles include:

- **ISO Manager** – Directly managed site implementation to ISO 9001:2008 registration and annual SSQA activities, maintaining registration through surveillance audits since 2009.
- **Quality/Lean Expert** - Work closely with cross-functional teams on process control and root-cause analysis and Lean improvements using tools that include: Control Charts, FMECA, Fishbone, 5Why's, Pareto Charts, Value Stream maps, Flow Diagrams and Histograms, etc.
- **Technical Lead** – Looked to as an overall process and product expert. Requiring an intimate relationship with technical partners on multiple product lines and at varying levels between customers, suppliers and internal team members.
- **Customer Service Manager** – Service point person for all external customer communication. Align internal customers and technicians to ensure end customer needs are met through proper escalation of external customer concerns.
- **Customer Facing** - Weekly conference calls, WebEx, E-mails, Excel and PowerPoint presentations as the main communication media, we preserve clear customer expectations and understanding.

- **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 Supervisor April 1997 - January 2000
 NAF Atsugi Field Representative March 1996 – April 1997
 NAF Asugi and Camp Zama Media Learning Center Assistant 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:

- **Curriculum 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.

United States Navy

Aviation Electronics Technician Calibration Specialist
 AIMD NAF Atsugi, Japan March 1993 – March 1996
 USS Okinawa (LPH-3), San Diego, CA June 1990 – March 1993
 Navy Calibration and Repair, NAS North Island February 1990 – June 1990
 Advanced First Term Avionics, Millington, TN 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, Bachelor of Science in Information Systems Management minor in Business Management – May 2000
Dean's list - 2 times; GPA: 3.524

PROFESSIONAL MEMBERSHIPS / AFFILIATIONS

American Society for Quality - Senior Member, active since 2009

CERTIFICATES

Six Sigma - Green Belt, September 2010
Six Sigma - Black Belt, November 2010

HOBBIES

Web Design
Media Production and Presentation
Drone Videography
Outdoors