CARLOS AVALOS

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PERSONAL PROFILE

A industrial engineer with hands–on experience in the quality field, customer service, data driven, project development, continuous improvement, statistical analysis, relentless root cause analysis.

COURSES

- IBM Data Science Practitioner
- IBM Enterprise Design Thinking Practitioner
- Quality tools (AIAG)
  - Quality core tools
  - Control plan
  - FMEA & PFMA
  - MSA
  - SPC

SOFTWARE

- Microsoft Office
  - Excel
  - Power Automate
  - Visual Basic
  - Power BI
- FlexSim
- Phyton
- R Studio

LANGUAGES

- English
  - Oral 95%
  - Reading 95%
  - Written 95%
- Spanish Native

SKILLS

- The ability to analyze complex technical information
- Customer oriented
- Can analyze, design and implement database structures
- Detail oriented
- Excellent problem solver
- Team work
- Business judgment
- Proactive
- Business knowledge
- Communication skills
- Innovative behavior
- Goal aligned
- Data driven
- Master at presentations, big or small
- Leadership abilities
- Continuous learning mindset

WORK EXPERIENCE

SUPPLIER QUALITY ENGINEER
Carrier | 2023 – present
- Conduct initial and ongoing assessments of diverse suppliers, meticulously ensuring alignment with stringent quality standards.
- Demonstrated a keen ability to identify and swiftly address nuanced quality issues through collaborative partnerships with suppliers.
- Proactively implemented comprehensive corrective and preventive action plans, systematically addressing root causes and ensuring sustained quality improvements.
- Monitored the effectiveness of implemented actions, refining strategies to enhance long–term quality outcomes.
- Have in–depth technical knowledge of the products associated with the quality standards
- Navigated complex quality challenges, fostering an environment of open communication and prompt resolution.
- Utilized key performance indicators (KPIs) to provide real–time insights, facilitating continuous improvement initiatives.
- Fostered a culture of seamless collaboration between internal teams and external suppliers.
- Led cross–functional teams, instilling a collective commitment to achieving and surpassing ambitious quality objectives.

QUALITY ENGINEER
Carrier | 2021 – 2023
- Execute the development, implementation and continued improvement of the quality management systems throughout the operation.
- Maintain performance management KPI's and board and participate in performance management meetings.
- Good product knowledge and/or ability to gasp process and product knowledge quickly.
- Provide input and oversight in the engineering change management process.
- Establishment of quality gates and implementation of mistake–proofing mechanisms to address the top offenders in FPY (First Pass Yield). This project focused on improving the efficiency and quality of the production process by identifying and resolving critical points that were negatively impacting FPY performance.
- An effective communicator and have experience interacting with different teams, including production, engineering, and management. I possess clear and concise communication skills, which allows me to effectively convey information related to quality. Additionally, I have the ability to present reports with a data driven mindset and work collaboratively to implement quality improvements.

QUALITY SUPPORT
Carrier | 2018 – 2021
- Performs warranty performance forecasting outlining potential risks to communicate and assist to the operations teams. Provides program management with historical warranty data.
- Assist in failure analysis, through examination and testing of failed products.
- Request engineering changes to improve designs, improve manufacturing or respond to changes requested by the customer to improve the product quality.
- Monitor Problem Management processes and procedures in support of the Operations Division and its services (RRCA). Promote proactive problem management practices by assisting in implementing an end–to–end process improvement program.
- 8D methodology implementation to follow up on customer complaints and warranty projects.

Achievements
- Implementation of the Dashboard benchmark for the analysis of warranties.
- VFD tag implementation to reduce customer waiting time for component reprogramming.
- Warranty saving on the gas valve claims with $15,000dlls per year of manufacture.
- The development of an automated quality audit system and the findings logging system and a live dashboard to monitor and analyze the results. This project involved designing and developing a technological solution that would streamline and enhance the auditing process, as well as provide real–time visibility into key quality indicators.
- Implemented data cleaning and validation procedures, resulting in a substantial improvement in data accuracy and consistency, providing a more reliable foundation for decision–making.
- Power BI dashboard development in the quality clinic for the CX certification program that enables the team to review all the KPI's of the department in one page.
- Developed and implemented advanced data visualization techniques, making complex datasets more accessible and facilitating clearer communication of insights to non–technical stakeholders.
- Engineered an automated process that streamlined the entire data processing workflow for leak test reports, reducing manual efforts and expediting data turnaround time.
- Successfully implemented corrective actions for identified quality issues, resulting in a measurable reduction in defects and improved product reliability.

EDUCATION BACKGROUND

EGADE BUSINESS SCHOOL
Master in business analytics MBD, 2023.
- Data driven project development
- Statistical and modeling data analysis
- Data visualization
- Business analytics

UNIVERSIDAD DEL VALLE DE MÉXICO
Bachelor of Industrial Engineering, 2019.
- Lynx of success
- 1st place in contest of design and application teams
- Oratory Team Vice President