

PAUL R. REYES

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<https://paulreyes-engineer.com>

PROFESSIONAL SUMMARY

Over 10 years of experience as a technical support specialist, process engineer, and manager. Managed new product introductions, process improvements, and test case development.

SKILLS

- Lean Six Sigma project leadership
- Vendor management
- Design of Experience (DOE)
- Excel VBA for Data Mining & Tableau
- Six Sigma DMAIC, DMADV, & LEAN
- System, Regression, & Acceptance Testing
- 3D Printing using Cura software
- CNC & CMM Programmer
- JMP Data analysis software
- Gage R&R Studies
- Python programming
- SQL Database
- HTML & CSS programming
- Mechanical design with AutoDesk Fusion 360

PROFESSIONAL EXPERIENCE

Investigation Operations Carpe Facto Specialist, Apple Inc., Austin, TX

- Performed investigations for AppleCare Engineering and collected data during customer interactions about the issue and product experience.
- Used advanced troubleshooting skills to determine root cause.
- Gathered relevant logs and diagnostics to submit to AppleCare Engineering.

CE (EMC Design Engineering), Apple Inc., San Jose, CA

- Design fixtures using AutoDesk Fusion 360 for EMC testing.
- Build fixtures using Ultimaker S5 & S7 3D printers with Cura software for EMC Engineering

Apple Beta Seed Project

- Categorized feedback sent to Apple through Feedback Assistant about issues in beta software.
- Determined and categorized issue symptoms according to Engineering Product Manager requirements.

Carpe Facto Analysis Rotation

- Performed qualitative analysis on Advisor case notes to identify specific issues, root causes, and steps for resolution.

- Improved case quality through communicating coaching opportunities, suggested improvements to documentations, and used NorthStar software to score Advisor casework.

Carpe Facto Radar Outreach Rotation for AppleCare Engineering Team

- Handled Special requests from Engineering, Executive Relations, Social Response, influential customers, and other teams at Apple to investigate high priority customer issues.
- Provided detailed case notes in Engineering communication software called Radar.
- Gathered logs and sensitive data in accordance with Apple Policy.

Additional AppleCare Experience and Rotations

- Senior Advisor for CPU, Application (iAPPS), and iOS support teams.
- Manager backfill for CPU & Carpe Facto support teams. UAT - Acceptance/Regression testing

Neubus Inc., Austin, TX (Production & Quality Manager)

- Managed Data entry and Image processing departments.

DPT Inc., Round Rock, TX (Production Supervisor)

- Trained and managed production associates on disassembly, assembly, electrical testing pixel electrodes on TFT displays, and final test of LCD's.

IBM & MULTEK, Austin, Texas (Senior Process Engineer)

- Managed new product implementation from quote to production including Vendor management.
- Facilitated weekly yield, production, and cost reduction meetings performing root cause analysis using (DOE, Excel with VBA coding, & JMP App), assigned action items, and published minutes.
- Supported Milling & CNC equipment as a CNC, CMM programmer, including first article builds.

EDUCATION

Arizona State University

Ira A. Fulton School of Engineering

Master of Engineering, (Current). Concentrations: Industrial Engineering (Quality & Reliability)

Park University

Bachelor of Science, Physics and Electronic Engineering Technology

Graduated with Magna Cum Laude honors (GPA: 3.71)

Austin Community College

Associate of Science, Electronic Engineering Technology

AWARDS: Apple ACEA Award 2020, Apple Excellence Award 2013 & 2017, Market Driven & Team Player (IBM)