

Case Study: Technical Project Management

With our help, Jeanaye got her dream job at Apple within three months.

»»» Here's what Jeanaye had to say about our work:



Jeanaye M. · 2nd

Technical Program Manager at Apple

November 21, 2020, Jeanaye was Rabia's client

I had the pleasure to be introduced to Rabia through CareerTuners. During my resume and LinkedIn rebuilding session, Rabia diligently and attentively assessed my technical/engineering career accomplishments and was able to curate the LinkedIn profile and resume that I have to today! With her guidance and resume writing skillset, I was able to successfully land a technical role with Apple! I am very grateful for Rabia and her team at CareerTuners. She definitely can turn your career around for the better! Highly recommend her and her team!

Jeanaye's backstory:

She was looking for engineering and project management kind of roles. However, her resume had these problems:

- It wasn't ATS-friendly.
- It was responsibilities-oriented and lacked achievements.
- Its structure was more entry-level than that of a project manager.

In short, her resume failed to impress and grab the reader's attention.

In addition to using an ATS-friendly format, we:

- 1 Created a powerful visual center (top section) in line with top employer needs. Delivered the “Wow” factor.
- 2 Packed the resume with achievements using strong action verbs and a results-first approach.
- 3 Restructured the resume while showcasing her project management expertise.

Where is she now?

Within three months of the resume revamp, Jeanaye landed a Technical Program Management role at Apple. She continues to work at the company.

Happy with our services, she referred several friends and colleagues to boost their job search.

Would you like us to redo your resume, too?

Click here to invest in our resume-writing services or call us for a consultation.

Book Service

Call Us



Warning: The following pages have been saved as images in order to protect Jeanaye's work as well as our work from being copied and indexed. As a result, uploading this exact file into an Applicant Tracking System will not work. If you are interested in hiring Jeanaye, please email us at contact@careertuners.com.

Here's the resume we made for her:

JEANAYE M.

951.284.5404 | contact@careertuners.com | Irvine, CA 92618 | [LinkedIn](#)

Drives manufacturing process improvements to facilitate production scaling, optimize costs, and ensure on-time project deliveries.

Manufacturing Engineering | Process Optimization | Project Management | Operational Improvement | Certified Engineer-in-Training

- **Production Scaling:** Increased product yield by 33% and sample processing capacity from 50 to 102 units, subsequently decreasing production backlog, *at SeaSpine* by acquiring and introducing an advanced lyophilizer for large-scale production.
- **Capacity Building:** Increased the sample processing capacity by 5x and reduced the cycle time by 28% *at SeaSpine* by acquiring and validating 2 advanced centrifuge machines; updated SOPs and created process rework and new programs for 6 product lines.
- **Quality Improvement:** Reduced residual moisture failure rate in processed products by ~87%, cutting \$13K in costs, *at 3M* by implementing additional drying steps in product processing; installed desiccant chambers to absorb excessive moisture.

Quality Maximization
Technical Issue Resolution
Manufacturing Process Creation

Experimental Design Creation
SOP & Process Rework Creation
Quality & Standard Compliance

Process Engineering
Capacity & Rate Planning
Material & Product Testing

PROFESSIONAL EXPERIENCE

Manufacturing Engineer II, SeaSpine

10/2016 – Present

Oversaw and optimized product processing operations and maintained product quality by validating processes and equipment. Supported the R&D department with new product launches by transitioning from small- to large-scale production. Recognized by the management for bridging the communication gap between technicians and engineers.

Process Improvement

- Increased process yield by 10% by collaborating with vendors to procure a new injection mold with better tolerance and dimensions; optimized sample processing equipment using metrology principles.
- Reduced the sample processing time from 2 weeks to 2 days by implementing an in-process rework for material disposition to avoid QC-related issues; eliminated comprehensive material review (CMR) filing and non-conformance report (NCR) generation.
- Extended the shelf life of syringe caps by 2 years and subsequently saved \$35K in material wastage by accelerating their aging at 55°C in an incubator; conducted pre-aging and 3 sets of post-aging physical and chemical tests to compare the values.
- Boosted productivity and reduced the number of NCRs by training 42 manufacturing and quality technicians on SOP updates, new equipment, and manufacturing processes; conducted quarterly and tri-weekly training sessions.
- Removed production roadblocks by providing line support to manufacturing technicians; assisted with equipment adjustments and responded to work-instruction-related queries.

Quality Maintenance

- Proactively resolved product failures and non-compliance issues by generating non-conformance reports (NCRs) and conducting corrective and preventive actions (CAPAs) in response to recurrent quality issues using a proprietary tool, QCBD.
- Supported the quality department with developing a new test method by co-authoring the test report, assisting in material procurement for experimentation, and beta testing the experiment for repeatability.

Promoted to **Advanced Manufacturing Engineer, 3M**

07/2015 – 10/2016

Previously: **Manufacturing Engineer**

04/2013 – 07/2015

Provided line support to operating technicians for the manufacturing of glass ionomers and dental cement; reduced manufacturing and material costs by liaising with the finance department. Proactively responded to product non-conformances by documenting findings in NCRs and resolved and recorded persistent quality issues by carrying out CAPAs; used Oracle, SAP, Minitab, and Microsoft Office. Validated processes and equipment by creating the Design of Concepts (DoCs).

Process Optimization

- Increased product yield by 2x and subsequently decreased inventory backlog by designing syringe fillers with automatic sensors and particle-actuation speed to control material filling.
- Supported production of a high-resolution manufacturing spray by optimizing the ball-milling process; reduced the particle size further to avoid agglomeration.

Cost Saving

- Reduced overhead and \$6K in material wastage cost by optimizing the product mixing process using the Six Sigma methodology; secured stakeholder buy-in to replace an obsolete product mixing process with a new one.
- Saved \$1.6K in material cost and reduced the NCR processing time by 1 week by increasing the product mixing procedure by 30 minutes to avoid specification failures; updated SOPs and eliminated the need for generating NCRs.
- Eliminated product contamination, securing ~15K in cost saving, by introducing better product storage containers; collaborated with the regulatory department to assess quality and bioavailability of new containers.

Quality Control

- Improved the customer quality index by analyzing and resolving product-related complaints and validating process capabilities.
- Assisted the R&D department in launching new products by optimizing the manufacturing process for large-scale production.
- Enhanced productivity by participating in monthly operator training; provided feedback and clarity on manufacturing procedures and process improvement ideas.

Assistant QA Manager, Metal Container Corporation-Subsidiary of Anheuser-Busch

07/2012 – 04/2013

Monitored the printing quality of 11M aluminum cans/day for Anheuser-Busch, Pepsi Co., and Monster Energy Drinks. Boosted customer satisfaction by visiting manufacturing sites; responded to and resolved product-related queries and complaints. Reviewed and promptly responded to the quality audit reports generated against Defective Material Reports (DMRs) and technician compliance; updated SOPs and trained technicians on new processes. Discussed audit reports and short- and long-term quality issues and solutions in daily management meetings.

- Ensured CGMP and PDCA compliance by monitoring operator safety behavior and training ~80 technicians on the standards.
- Improved machine downtime by 10% and organized the tooling room by conducting monthly HACCP, SOP, and 5S audits.

EDUCATION

Master of Science in Materials Science &Engineering , University of California Irvine	2020
Bachelor of Science in Chemical &Materials Engineering , California State Polytechnic University	2012
Associates of Science in Chemistry , Crafton Hills College	2009

Technical Expertise: Six Sigma, Lean Methodology, MS Office & Project, Minitab, ERP, MATLAB, SolidWorks, Oracle, QCBD.

Engineer-in-Training Certification, National Council of Examiners for Engineering & Survey (NCEES) 2012

Memberships: Alpha Gamma Sigma Honor Society (Life-Time); National Society of Black Engineers (2012); Society of Women Engineers (2011)

And here's the resume she was using before she worked with us...
It failed to give “Wow, Jeanaye is a Star!” first impression.

Jeanaye M.

1333 Scholarship
Irvine, CA 92618

Cell: 951.284.5404
contact@careertuners.com

Professional Goal:

Passionate and self-driven Chemical and Materials Engineer. I possess eight (8) years of industry experience focusing on medical device and consumer manufacturing. I am seeking to explore new opportunities for personal growth and development in my technical career.

Education:

- **Crafton Hills College, Yucaipa, CA: September 2007- May 2009**
Associates of Science in Chemistry Received May 2009
- **California State Polytechnic University, Pomona, CA: September 2009- June 2012**
Bachelor of Science in Chemical and Materials Engineering Received June 2012
- **University of California, Irvine: September 2018 – June 2020**
Master of Science in Materials Science and Engineering
- **Engineer-In-Training Certificate: May 2012**
EIT certificate No.146699 received in Chemical Engineering

Affiliations:

- Alpha Gamma Sigma Honor Society Lifetime Member: Fall 2008-Present
- National Society of Black Engineers: October 2010-January 2012
- Society of Women Engineers: January 2010-January 2011

Computer Skills:

- Proficient knowledge in Microsoft Office: Word, Outlook, PowerPoint, Excel, Visio, Project and Teams
- Proficient knowledge in Minitab for statistical capability analysis
- Fundamental knowledge of Oracle and ERP systems
- Fundamental knowledge in MATLAB and SolidWorks

Volunteer History:

Schools on Wheels Tutor, Pomona, CA October 2015-January 2016

- Schools on Wheels provides tutoring, school supplies, and other educational assistance to thousands of homeless children.

Employment History:

Manufacturing Engineer II, SeaSpine; Irvine, CA October 2016- Present

- Provides line support for manufacturing operations for the spine medical device industry and tissue banking (orthobiologics)
- Initiate equipment and process validations to optimize operations to improve yields, reduce costs, while maintaining quality
- Participates in the corrective action, preventative action (CAPA) and non-conformance reports (NCRs) to investigate root causes and determine solutions to prevent reoccurrence
- Provides training to manufacturing and quality technicians for SOP updates and new manufacturing processes
- Supports the R&D department to successfully launch new products (NPD) for the spine orthobiologics market
- Experienced in managing a project team for multidisciplinary projects to support sustainability and improved efficiency

Advanced Manufacturing Engineer, 3M; Irvine, CA April 2013-October 2016

- Identify and implement programs in manufacturing of Glass Ionomers and Dental Cements to improve product, cost, quality
- Respond to non-conformance materials (NCRs) effectively and in a timely manner
- Utilize statistical tools, such as Minitab and SPC, to analyze processes data
- Perform validations for new processes and equipment
- Participate in six sigma training and green belt projects that utilize the DMAIC model
- Contribute to analyzing the Customer Quality Index quarterly to examine process capability and customer concerns
- Provide guidance and assistance to new product introductions (NPI)
- Continuously update and improve product standards and SOPs for accuracy and compliance
- Participate in monthly operator training with significant standard and SOP updates

Assistant QA Manager, Metal Container Corporation-Subsidiary of Anheuser-Busch; Mira Loma, CA July 2012-April 2013

- Conducted frequent audits on the can deco and damage free quality to ensure customer satisfaction
- Adhered to and promote cGMP and PDCA standards
- Conducted monthly HACCP checks and SOP audits and perform weekly 5S audits