

RICHARD E. OLSEN

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QUALIFICATIONS

- Skilled in maintaining quality systems: corrective action; preventive action; document control; process control; mistake-proofing; calibration; regulatory compliance; internal audits; continuous improvement.
 - Expertise in writing, reviewing, and implementing standard operating procedures.
 - Mastery of Scanning Electron Microscope (SEM, FESEM), EDS X-ray, and optical microscopy techniques.
 - Extensive training in hazardous materials (site safety and health; chemical, physical, and biological hazards; use of personal protective equipment; safe work practices; safe engineering controls; medical surveillance; emergency response plans; spill containment; hazard monitoring; regulations; shipping dangerous goods).
 - Proficient in Microsoft Office (Word, Excel, PowerPoint, Outlook); trained in Microsoft SQL Server and T-SQL.
 - Highly competent in science and math including chemistry, physics, and calculus.
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EXPERIENCE

Customer Service/Technical Sales/Document Control - RNB Enterprises, Phoenix AZ, May 2006-June 2016

- Regularly performed cold calls; acquired 30 new clients with gross receipts in excess of a half million dollars.
- Served as customer liaison to process orders, communicate requirements, follow up on quotes, resolve issues.
- Created and updated procedure manuals; verified that documents were compliant with ISO standards.
- Maintained ISO 9001:2008 certification including internal audits, corrective action system, and documentation.
- Managed quality assurance records; trained personnel on policies, procedures, and process control changes.

ISO Consultant - SEMTEC Laboratories, Phoenix AZ, April 2011-December 2011

- Reviewed quality manuals, conducted internal audits, and successfully guided company through the steps needed to develop a documented quality system fulfilling the requirements for ISO 9001:2008 certification.

Information Technology Assistant - TechSkills, Phoenix AZ, July 2011-October 2011

- Developed, edited, and improved training materials such as laboratory exercises and video tutorials.
- Helped tutor adult students; assisted in answering questions, solving problems, and offering encouragement.

Engineering Lab Manager - Circuit Express, Tempe AZ, June 2004-September 2005

- Managed chemical analysis, wastewater treatment, and cross-section laboratories.
- Standardized complex processes and developed procedures to improve productivity.
- Performed failure analysis focused on eliminating defects for permanent corrective action.
- Maintained inventory of industrial chemicals, laboratory equipment and supplies.

Weathering Lab Manager - Atlas Material Testing Services, New River AZ, September 2002-January 2004

- Supervised specialized group of engineers and technicians; analyzed and interpreted evaluation data reports.
- Managed ISO 17025 laboratory standard including internal audits, corrective action, and documentation.
- Performed administrative tasks; produced audio-visual presentations; gave facility tours to international clients.
- Initiated monthly walk-throughs to report and reduce safety hazards; completed many site improvements.

Process Analysis Engineer - Chipworks, Scottsdale AZ, April 2001-June 2002

- Served as document control administrator and lead internal auditor; maintained ISO 9001:2008 certification.
 - Conducted microstructural process analysis of integrated circuits for competitive review and patent support.
 - Prepared comprehensive technical reports with photographic illustrations describing entire device in detail.
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CERTIFICATIONS

- Certified Quality Engineer (CQE), American Society for Quality (ASQ), 2004
 - Certificate of Participation, Shipping Dangerous Goods by Air Seminar, FedEx, 2005
 - Hazardous Waste Operations/Emergency Response (HAZWOPR) 40-hour certification, 2005
 - Certified Quality Auditor (CQA), American Society for Quality (ASQ), 2006
 - Certified Arizona Quality Alliance Examiner, Arizona State Quality Awards Program, 2006
 - Microsoft Certified IT Professional: Database Administrator, 2011
 - Community Emergency Response Team (CERT) 8-week training program, 2013
 - Amateur Radio Technician, FCC License KG7VMS, 2015
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EDUCATION

- B.S. Chemistry, Arizona State University; A.A.S. Quality, Mesa Community College
- Member, Alpha Chi Sigma Chemistry Fraternity; math and science tutor
- Global Leadership Certificate, Thunderbird, The American Graduate School of International Management