Pooja Rathi

Quality Engineer

pooja.rathi@example.com +91 98XXX XXX09 Gurugram, Haryana
linkedin.com/in/pooja-rathi-example

PERSONAL STATEMENT

Quality engineer with 8 years of experience in customer and in-process quality for plastic moulding and die-casting auto components. Skilled in 8D, SPC, MSA, PPAP and IATF 16949 audits, with a track record of bringing customer complaints and PPM down for passenger-vehicle OEMs in the Manesar belt.

WORK EXPERIENCE

Deputy Manager, Customer Quality · Aravali Autotech Pvt Ltd, Manesar, Haryana — Mar 2021 – Present

- Own customer quality for 3 passenger-vehicle OEMs across 160 part numbers, acting as the single point of contact for complaints and audits.
- Reduced customer PPM from 420 to 85 in 18 months through 8D investigations, error-proofing and a stricter outgoing inspection plan.
- Led the plant through IATF 16949 surveillance audits with zero major non-conformities for 3 consecutive years.
- Cut warranty returns on a die-cast housing by 60% after finding porosity linked to die temperature and fixing it with the process team.

Quality Engineer · Sterling Polymers India Ltd, Bawal, Haryana — Jun 2018 – Feb 2021

- Ran in-process quality for 22 injection-moulding machines, including first-piece approval, patrol inspection and SPC charts.
- Conducted MSA studies on 35 gauges and replaced 6 that failed GR&R limits.
- Prepared PPAP files for 40 new parts and supported supplier quality audits.

EDUCATION

B.Tech in Mechanical Engineering · YMCA Institute of Engineering, Faridabad — 2014 – 2018
Grade: 74%

SKILLS

IATF 16949 · 8D and 5 Why · SPC · MSA · PPAP / APQP · Core tools · CMM reports · Minitab

CORE SKILLS

- Customer complaint handling
- Root cause analysis
- Internal audits
- Supplier quality
- Team leadership

CERTIFICATIONS

IATF 16949 Internal Auditor · Accredited training body — Aug 2019

Six Sigma Green Belt · Quality training institute — Feb 2022

LANGUAGES

English · Professional · Hindi · Native · Haryanvi · Fluent

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