

Donald B. Gage

Leander, Texas 78641

Home- (512) 260-0409
Cell - (512) 771-6895
E-mail: don_gage@att.net

PROFESSIONAL HIGHLIGHTS

- Offering 15+ years of management, supervisory and technical expertise.
- Chief Warrant Officer (8 years) – Familiar with the Army's Leadership Principles and Practices
- In-depth knowledge of computer troubleshooting, systems design, and commercial/military information and technology applications.
- Experienced Application Development Practices, Program Management Principles, Reporting Procedures, Database Design Concepts, SDLC Concept, Wireless Technologies
- 10 years experience with HAZMAT practices with; nuclear waste, and various hazardous chemicals;
- 6 years of Data Analysis supporting/defining customer escalations
- Technical Lead for Application Development Programs
- Problem Solver
- Skilled in training development and instruction.
- Experienced in quality management, production and project management.
- Holds patents in Blu-ray Disc Technology, Compact Disc Recording and Tape Drive Technology.
- 4 years experience using SAS - JUMP

CERTIFICATIONS

CQA, ASQ (June 2010)

EXPERIENCE

OFFICEMAX

April 2010 to Present

Technical Sales Associate

- Responsible for driving Technical Sales inside the store
- Providing Customers with knowledge of our Technical products
- Provide a Superior Customer Experience

US Census Bureau

April 2010 to June 2010

Enumerator

DELL, Inc (2000 to 2009)

Supplier Engineering Quality

(March 2006 to Jan 2009)

- Responsible for developing and strengthening Supplier Management Programs
- Continually worked with suppliers to improve performance, implemented process control and quality plans through Process Audits and System Audits
- Interact routinely with Purchasing, Engineering and Suppliers to pro actively improve quality of components
- Analyzed supplier capabilities and worked with Suppliers on opportunities for improvement
- Developed and maintained supplier quality metrics.
- Performed supplier Quality Systems audits and provided support for supplier Quality Systems improvements
- Work with project work teams to define project deliverables, project planning.
- Drove quality assurance improvements through data analysis using large amounts of field data and manufacturing data sets
- Ensured the quality of materials and goods by implementing international factory process controls and communicating with domestic and foreign suppliers to correct deficiencies
- Drove cost savings of \$130,000.00 through the application of 6 Sigma practices while improving quality of the product

- Developed measures to improved quality systems and processes through Audits and Inspections of finished goods
 - Ensured Statistical Process Control was utilized in the factories to monitor quality trends and prevent quality excursions
 - Managed factory and field quality metrics for seven suppliers:
 - * BDT
 - * Brocade
 - * Cisco
 - * Qlogic
 - * Emulex
 - * Fujifilm
 - * IBM
 - Participated in 2 Quality System Audits, 3 Process Audits and 3 Product Audits
 - Lead 1 System Audit, 4 Process Audits and 4 Product Audits
- Peripheral Quality Engineer** (March 2004 to February 2006)

- Led a cross functional team directing activities for improving the customer experience with Optical Drive Technology reducing calls and drive replacements by 5%
- Improved Troubleshooting Steps to enable technical support to reduce the on call time by 15%
- Enabled Firmware update notifications through the a Dell Support application installed on customer's computers
- Improved the reading by optical drives of DVD-ROM and CD-ROM media through customers suggestions and returns
- Developed training and ensured technical support representatives had training on new tools for diagnosis through classes and written materials
- Established a Third Party Test house for Optical Drive Returns

Test Engineering Analyst, Removable Media Storage Device, Dell Inc. (2000 to 2004)

- Provided significant contributions in a dynamic group process that succeeded in system development and lifecycle testing for:
- Optical devices (CD-ROM, DVD-ROM, CD-Writers, and DVD-Writers)
- Qualification test procedures
- Removable Media Storage Devices optical specifications
- Lead efforts with suppliers for resolution of customer reported issues
- Awarded Patent for Enhanced OPC for rewritable media.

CHIEF WARRANT OFFICER 2, U.S. ARMY (ret) 1997

Marine Engineer/Maintenance Supervisor and Nuclear Weapons Systems Maintenance Supervisor

- Supervised personnel and performed equipment systems analysis, troubleshooting, modifications, preventive and corrective maintenance on multiple electrical and mechanical systems, including nuclear systems.
- Coordinated the safe removal of classified nuclear artillery ammunition from the Republic of Germany.
- Recognized for exceptional training and readiness of unit Nuclear Accident/Incident Response and Assistance Teams.

EDUCATION

Bachelor of Science, Computer Information Systems Management

Park College, GPA 3.66, *Cum Laude*, 1999

Austin Community College Certification as a Quality Auditor (48 hrs) Feb 2010 – May 2010

Online Profile - <http://www.linkedin.com/in/dongage>