**Cat Cromwell**

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#### Professional Summary

Results-driven professional transitioning from Quality Engineering into product strategy and user-centered design. Bringing 5+ years of experience leading cross-functional teams, translating stakeholder needs into actionable project plans, and improving user & client satisfaction through strategic problem-solving. Adept in Agile methodologies, data-driven decision-making, and customer-focused development.

#### Core Skills & Tools

Product & Agile: Agile/SCRUM Methodology | Empathy Maps | User Personas & Stories| Roadmaps | Wireframes | Figma

Analytics & Reporting: Tableau |Power BI | Jira| Microsoft Project | MES Factory Logix | ERP Systems (SAP/Oracle)

Engineering & QA: AutoCAD/SolidWorks | DFMEA/PFMEAs | ISO 9001/13485 | GMP/GDP | Fishbone Diagrams

Certifications: ISO 9001 & 13485 Lead Auditor | Intro to UX/UI (Coursera, 2023)

**Professional Experience**

**KMC (Elbit Systems of America)** | Merrimack, NH

*Senior Quality Engineer* August 2022 – May 2025

* Directed Agile-like iteration loops during root cause analysis and complaint resolution cycles, improving complaint resolution effectiveness to 93%.
* Mentored and trained cross-functional stakeholders on compliance standards and inspection protocols, improving knowledge alignment on compliance standards across departments.

* Reduced open customer complaints by 50% year-over-year by streamlining communication workflows between customers and internal teams and implementing proactive backlog management of customer complaints.
* Revamped quality processes to minimize bottlenecks, friction points, and increase compliance to standards, thereby reducing documentation errors by 94%.
* Acted as liaison between internal teams and key customers, managing feedback loops and driving enhancements based on user/client needs.

**L3Harris** | Ayer, MA

*Senior Quality Engineer* March 2022- August 2022

* Led continuous improvement initiatives with a product mindset, leveraging analytics to drive feature-like enhancements in manufacturing workflows

#### Developed automated inspection tools, increasing process efficiency and reducing manual input—mirroring product iteration principles

*Quality Engineer* June 2020- March 2022

* Collaborated with internal stakeholders and external auditors to ensure compliance to quality objectives and regulatory standards
* Achieved 6% reduction in non-conformance closure times through better backlog prioritization and data-driven decisions

**Schneider Electric** | *Advanced Development Rotational Program* | Various Locations

*Production Supervisor* | Foxboro, MA January 2020- May 2020

#### Managed a team of 15+, using Agile-inspired stand-ups and retrospectives to improve communication and delivery

#### Delivered regular updates to executive stakeholders, facilitating real-time decision-making and rapid issue resolution

#### Elevated employee engagement and morale through impactful one-on-one sessions and focus groups, fostering regular communication between the production floor and executive stakeholders

*Quality Engineer* | Foxboro, MA June 2019- January 2020

* Collaborated with cross-functional Scrum teams to ensure supplier components met IPC-A-610 standards, proactively managing quality issues in the backlog to minimize delivery risks and support sprint commitments.
* Partnered with external stakeholders and suppliers to perform root cause analysis on molding process defects, prioritizing corrective actions in the product backlog to improve product reliability and optimize product delivery velocity.

*Manufacturing Engineer* | Clovis, CA January 2019- June 2019

#### Supported Agile team growth by mentoring interns, aligning their daily objectives with sprint goals, and fostering a learning environment that contributed to overall team development and cross-functional capability.

#### Leveraged data-driven insights (e.g., SUT and FMR analysis) to refine and prioritize backlog items related to warehouse operations, driving continuous improvement in inventory management and space efficiency to deliver incremental value.

*Material Analyst*| Clovis, CA June 2018-January 2019

#### Implemented a transportation company change resulting in annual savings of $72K, showcasing cost-saving prowess

* Drove engagement as part of an employee experience committee, advocating for user-driven change internally and fostering employee morale

#### Education and Certifications

#### Bachelor of Science in Mechanical Engineering Iowa State University | Ames, IA

#### Completed Intro to UX/UI Course through Coursera September 2023

#### Certified ISO 9001:2015 Lead Auditor – Quality Management December 2023

#### Certified ISO 13485:2016 Lead Auditor – Medical Devices QMS December 2023