

Eldon Kao, B.Sc. (Hons.), PMP

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LEAN SIX SIGMA & CONTINUOUS IMPROVEMENT SPECIALIST

Accomplished Continuous Improvement and QA professional with 8+ years of progressive experience and proven record of significant, successful contribution in Project Management, Change Management, Process Engineering, and Lean Six Sigma • Broad industry experience including front-end and back-end process assessment • Experience in implementation of programs in industries where previously had no standards in place

AREAS OF EXPERTISE

- Quality Assurance
- Lean Six Sigma
- Organizational Change Management
- Root Cause analysis and Corrective/Preventive Action
- Product Recalls
- Business Process Mapping
- Scorecard Development, Tracking and Reporting
- Training and Development
- Project Management
- Facilitation and Negotiation
- Supplier and Vendor Communication
- Team Building and Reward Recognition
- Internal Process and Product Auditor
- Safety and Regulatory Compliance
- SOP/WI Development and Revision
- Corporate Communications

PROFESSIONAL EXPERIENCE

Regional Lean Specialist, Multi Packaging Solutions — Toronto, ON, 2015 - present

- Oversaw and managed Lean initiatives for three international sites (Toronto, New Jersey, New York) with 1000+ staff
- Planned the construction of QA/QC, training room and storage facility including design of layout based on customized requirements of each department
- Implemented new rewards and recognition programs that raise morale and provided continuous feedback

Quality Assurance Associate Investigations / Continuous Improvement, Teva Pharmaceuticals — Markham, ON, 2011 - 2015

- Lead multiple CI projects including DR cycle time reduction and Raw Material testing cycle time reduction that resulted in over 40% reduction
- Personally accountable for >100 deviation and complaint investigations (including serious ADRs) annually with >99% on-time closure rate
- Received overall highest possible rating on performance evaluation

Quality Assurance Associate (Co-op), Experchem Laboratories — Toronto, ON, 2010 – 2010

Quality Assurance Document Reviewer / Alternate Quality Person in Charge (A/QPIC), Apotex — Richmond Hill, ON, 2008 – 2009

Formulation Laboratory Assistant, Valeant Pharmaceuticals (formerly Biovail) — Mississauga, ON, 2007 – 2008

Sample Management Controller, Anapharm — Unionville, ON, 2007 – 2007

Immunology Lab Technician, Idexx (formerly Vita-Tech) — Unionville, ON, 2006 - 2006

EDUCATION AND CERTIFICATIONS

2007 **B.Sc. (Hons.)**, Biochemistry Co-op Program, University of Waterloo

2010 **Graduate Certificate**, Regulatory Affairs and Quality Operations Co-op, Seneca College

2011 **CAPA**, Academy of Applied Pharmaceutical Sciences

2013 **Lean Six Sigma Yellow Belt**, Teva in partnership with MoreSteam

2013 **Quality Improvement Associate (CQIA)**, ASQ License 10006

2016 **Project Management Professional (PMP)**, PMI ID 4032374E1

SKILLS

Technology

LIMS, SAP, Radius, TrackWise, Oracle/ERP, CMMS, Statgraphics, SPSS, MS Word, Access, Excel, PowerPoint, Outlook, Visio, and Project, ArisExpress

Lean Six Sigma

PDCA, VSM, Visual Management, 5S, A3 report, Poka-Yoke, Kanban, Kaizen, SWOT, FMEA, FTA, SMED, Time and Motion analysis, KPI metrics development, Spaghetti Mapping, Cpk analysis, Trend Analysis