

JONATHAN RUIZ

Field Quality Engineer

(408) 555-3012 

jon.ruiz@fieldqualitypro.com 

San Jose, CA 

PROFESSIONAL SUMMARY

Resourceful Supplier Field Quality Engineer with in-depth experience managing on-site issue resolution, customer quality concerns, and RMA investigations. Known for proactive field containment and coordinating with global suppliers to implement permanent corrective actions.

EDUCATION

Bachelor of Science in Electrical Engineering

San Jose State University | 2016

Certifications

- Certified Supplier Quality Professional (CSQP), ASQ – 2023
- IPC-A-610 Specialist – 2022
- ESD Program Manager Certification – 2022

SKILLS

- On-site supplier support Expert
- Field failure analysis Expert
- RMA/root cause resolution Expert
- Field complaint handling Expert
- 5 Why & 8D investigations Expert
- DFMEA consultation Expert
- Non-conformance and SCAR follow-up Expert
- Containment verification Expert
- Customer quality liaison Expert
- High-volume manufacturing support Expert
- ESD audits Expert
- Agile collaboration Expert

EXPERIENCE

2019 - Now

Field Quality Engineer Applied Materials / Santa Clara, CA

- Represent quality team at customer sites, coordinating field issue containment and follow-up investigations with global suppliers.
- Deliver RMA failure reports and propose engineering changes, cutting average root cause cycle time by 60%.
- Organize on-site supplier audits and process reviews to identify recurring issues and propose real-time corrective actions.
- Maintain compliance with company standards during urgent resolution events and end-customer escalations.

2016 - 2019

Supplier Quality Engineer Intern / Associate Intel Corporation / Folsom, CA

- Assisted in field failure analysis using FMEA and teardown results for microelectronic components.
- Generated quality alerts and initiated cost-recovery discussions with suppliers based on recurring issue patterns.
- Supported audits of overseas partners by coordinating documentation and remote walkthroughs.
- Built databases for tracking field defect history, identifying systemic trends in returned materials.

FIELD TRAVEL

Completed site visits to supplier facilities in Malaysia, South Korea, and China to implement and verify containment actions