

TRAM H. TRAN

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EDUCATION

M.S. Chemical Engineering, San Jose State University – San Jose, CA / 2004

B.S. Chemical Engineering, Michigan State University – East Lansing, MI / 1996

PROFESSIONAL CERTIFICATION - ASQ Certified Quality Engineer (CQE) # 51775

EXPERIENCE

Applied Materials, Inc. [*Chamber Performance Services (CPS)* / (*AGS*)] – Phoenix, AZ **(2005-present)**
Quality Engineer

- Lead external customer and product quality audits.
- Manage the divisional internal quality auditing program.
- Develop comprehensive corrective action reports in response to both internal and external quality concerns.
- Lead fixture PM program which is designed to review and inspect using fixtures to prevent parts' failure.
- Manage the daily MRB review of suspect and non-conforming material and monthly quality metrics.
- Manage control software Truechem, an SPC monitoring tool used for ensuring performance of processing chemical tanks compliance with specifications and customer requirements.
- Reduced the internal cost of quality by recommending more robust chemical applications.
- Improved particle checking process in Cleanroom by replacing QIII with Climet particle counter.

Applied Materials, Inc. [*Applied Global Services (AGS)*] – Santa Clara, CA **(2000-2005)**
Quality Engineer

Managed refurbishment and recycling of Total Kit Management (TKM) CleanCoat and LavaCoat products to ensure parts met customer quality and delivery demands.

- Received “Kudo Award” in recognition outstanding performance and superior service.
- Supported the design, qualification, and technology transfer phases at Asia Surface Processing Technology (SPT) facilities. Responsibilities included implementing logistics, quality control policy, cleaning and product inspection checklists procedures.
- Supported Applied’s Surface Processing Technology (SPT) businesses including cleaning, coating, and kitting.
- Oversaw R&D projects and conducted testing for new technology developments including anodizing, Ni plating, twin-wire arc spray (TWAS), and plasma spray processes. Performed First Article Inspection (FAI).
- Troubleshoot quality problems on defects, contaminate and inconsistent coating, and out-of-spec morphology components. Controlled and processed recall and obsolete materials in inventory.
- Implemented logistics, quality control policy, and cleaning procedures for CleanCoat products, reducing particle impact on Cleanroom performance chamber from 90% to 3%, significantly improving customer satisfaction.
- Researched and determined status of quality issues on Material Review Board (MRB) and developed database to help track future discrepancies that resulted in saving 25% monthly cost of Discrepancy Materials.
- Developed surface texturing and stripping methods using wet chemical cleaning, thermal cleaning, and mechanical cleaning. Resolved operational, technical, performance, processing, and associated costs issues.
- Managed cleaning and thermal spray coating vendors in North America, Asia, and Europe. Implemented quality control and logistics for successful development of CleanCoat products at outsourced cleaning, twin-wire arc, and plasma spraying vendor sites.
- Conducted Best Known Methods (BKM), Surface Processing Methodology (SPM), and Product Inspection. Checklists (PIC) procedure to ensure high quality was maintained in refurbished parts, and that Product Business Group’s (PBG) requirements for quality control compliance were met. Performed Failure Analysis (FA) on rejected and defective parts.

Kachina Aerospace & Semiconductor Services – Phoenix, AZ

(1998-2000)

Process Engineer

- Performed chemical, non-chemical, and mechanical cleanings of metal and non-metal parts.
- Prepared Standard Operation Procedure (SOP) and performed analysis assignments for special processing that included chemical cleaning, non-destructive testing (NDT), anodizing, and surface treatments.
- Ran and maintained an Inductively Coupled Plasma (ICP) unit for analyzing wastewater and trace metals contaminants.
- Managed isolated wet process lines for cleaning residual contamination and excess deposition from Chemical Vapor Deposition (CVD) and Physical Vapor Deposition (PVD) components.

AlliedSignal Engines – Phoenix, AZ

(1998)

Engineering Intern

- Generated agreement with suppliers to reduce engine part costs.
- Prepared a Contamination Resistance Report for the Euro fighter Auxiliary Power Unit.
- Developed a database for the Navy detailing all Universal Jet Air Start Unit components.

ARC Processing Laboratory - Lansing, MI

(1996-1998)

Technical Staff

- Analyzed blood samples and maintained records in compliance with applicable regulations.

Michigan State University - East Lansing, MI

(1994-1996)

Research Assistant

- Analyzed binary polymer complexation by studying glass transition temperature using Differential Scanning Calorimetry (DSC). Investigated photo polymerization of divinyl ethers.
- Analyzed and extracted environmental samples using gas chromatography, atomic absorption spectrometry, and automated analyzer for the determination of toxic compounds.

TRAINING

- Harvard Business School Publishing
- Applied Systems Engineering, Cornell University
- MATLAB Fundamentals and Programming Techniques
- ISO 9000 Internal Assessor Workshop; Applied Materials Marketing Series
- Copper Process Technology; Reliability Engineering; Integrated Yield Management
- Signature Service the Key to Customer Satisfaction; Negotiating to Yes; Close to the Customer
- Fundamental Inductively Coupled Plasma Spectroscopy, Perkin Elmer
- Wastewater Compliance Sampling Part 1 & Part 2; Pollution Prevention (P2), City of Phoenix

COMPUTER AND SOFTWARE APPLICATIONS

- Operating Systems: UNIX (Solaris); Windows 3.1x; Window 95; Window NT
- Microsoft Office - MS Word; Project; Access; Excel; PowerPoint
- Hardware Platforms: SunOS; HP; SGI; IBM; PCs; MacOS
- Computer Languages: FORTRAN77; Pascal; C++
- Graphic Applications: Spreadsheet

ADDITIONAL INFORMATION

- Fluent in Vietnamese
- Senior member of American Society for Quality (ASQ)