

JEFF CARVER

Project Manager, Technical Writer, Manufacturing Engineer

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A creative, thorough engineer with many years experience in Customer Documentation, and Manufacturing environments. Strengths in Project Management, process analysis and improvement. Skilled in problem solving, team building, establishing consensus, and upgrading tools and skills. Interested in opportunities to continue learning and applying skills to developing project and process improvements.

ACCOMPLISHMENTS

MANAGE PROJECTS

Manage a specific set of deliverables to cost, quality, and schedule baseline. Directed a team of project resources responsible for individual and specific tasks (delivery logistics, engineering, hardware/software technicians, material handling, shipping and receiving) as well as overall adherence to contractual requirements, quality control, change management and customer interaction.

Negotiated with Marketing and Support management to consolidate multiple IO Card Support Matrices to a single one owned by Information Engineers.

Manage customer projects containing Hewlett Packard and third party hardware and software from quote approval through installation at customer's site. Responsible for costing, scheduling, quality, and primary customer interface for projects integrated at the HP America's Integration Center resulting in delivery and installation at customer site within customer directed schedules.

IMPROVE PRODUCTION PROCESSES

Reduced documentation CD production time by 75%.

Eliminated documentation CD processing bottleneck that overlapped into manufacturing production pilot program schedule.

Created critical helium leak path component testing equipment, procedures, and criteria for small high speed precision parts and assemblies vulnerable to testing damage and wear, able to beta test leakage standards.

Expanded manufacturing capabilities for building precision components and assemblies by developing new processes that accommodate increased manufacturing rates.

UPGRADE ENGINEERING PROCESSES

Created process documentation system that shortened review cycle by 75%.

Lead a Total Quality Management team that consolidated various methods of producing process documentation into a single ISO 9000 compliant system.

PROBLEM SOLVING

Initiated and created HP-UX IO card Support Matrix to provide justification for customers to upgrade to HP-UX 11i v3 from previous versions.

Evaluated new Manufacturing Resources Planning software and Enterprise Resource Planning software, determined affect on Manufacturing processes, upgraded manufacturing processes to take advantage of their strengths.

PREVENTATIVE ACTIONS

Audited current processes to determine compliance to existing procedures and revised them to meet ISO 9000 requirements.

Reviewed producibility of welded products by advising design engineers on material and process issues, thereby eliminating anticipated welding problems.

PROFESSIONAL EXPERIENCE

HEWLETT PACKARD, Roseville, CA Engineering Program Manager 2003 - Present

Overall responsibility for LAN/SAN, WAN, & clustering product documentation deliverables for I/O products for HP Business Critical Systems. Overall release management and information roadmap responsibility for researching and planning new deliverables to a variety of audiences and working with R&D, marketing, support, and manufacturing partners. Review deliverables and ensure consistency across products and that the information is accessible and easy to find for customers. Plan, coordinate and manage outsourcing. Manage projects of diverse complexity and scope simultaneously, with independent judgment using great communication and relationship skills, and a broad technical knowledge of HP-UX I/O technologies.

HEWLETT PACKARD, Roseville, CA Learning Products Engineer 2001 - 2003

Design, develop, and implement user focused documentation using technical communication principles, task orientation, reader navigational aids, and structured documentation techniques. Use technical expertise and knowledge of audience to research, design, and organize information for complex information into user friendly documents. A fully participating product team member, interfacing with cross-functional areas including marketing, test, support, and manufacturing. Products documented include AAA server, OL*, APA, Fibre Channel, InfiniBand, RAID, and Combination I/O cards.

HEWLETT PACKARD through VOLT SERVICES GROUP, Roseville, CA Project Manager 1999 - 2001
Manage customer projects containing HP and third party hardware and software from quote approval through installation at customer's site. Responsible for costing, scheduling, quality, and primary customer interface for projects integrated at the HP America's Integration Center.

AEROJET, Sacramento, CA 1986 - 1999 Senior Manufacturing Engineer & Process Engineer

Applied manufacturing and quality principles to assure that delivered products and services conformed. Represented Quality Control and Manufacturing in analyzing, evaluating, and solving technical problems encountered. Applied theoretical, practical, and experimental engineering practices, provided technical direction, coordination, resource planning, analyze processes, evaluate and solve technical manufacturing problems, evaluate facilities, processes, materials, and tooling.

EDUCATION - BS, Aeronautical/Mechanical Engineering University of California, Davis, CA, 1978

ADDITIONAL TRAINING - Lean Sigma Green Belt, Rapid Assessment and Recovery of Troubled Projects, Project Management, Geometric Dimensioning and Tolerancing, AWS QC1 Weld Inspection, Certified Statistical Process Control, Unigraphics, ANSI Y14.5, ISO 9000, Six Sigma, Fundamentals of Linux & HP-UX, HP InfiniBand Technology, Law & Preventive Writing, Information Mapping.