

## Contact

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## Top Skills

Writing  
Voiceovers  
Coaching

## Languages

English

## Certifications

IPC-A-610 Acceptability of  
Electronics Assemblies Certification  
Part 107 UAS Remote Pilot  
Lead Assessor Certification for  
ISO9001  
Culture of Kaizen  
Lean Six Sigma Green Belt in HR

# Tony Maden

# Evangelist Gospel of Grace ♥# - Quality Manager - Drone/  
Photographer - Co-Host Sound Spirit Radio Podcast  
Indianapolis, Indiana, United States

## Summary

Experienced quality assurance professional facilitating continuous improvement through people, and effective training and development within the workplace. [1] My approach to quality management is to capture "how work is performed" through video and photographs to create effective "bite-sized training" assets. [1-3] My top 5 Gallup Strengths are Connectedness, Developer, Woo, Maximizer, & Positivity [1, 2] which allows me to foster a collaborative, growth-oriented and optimistic approach to problem solving and process improvement.

My expertise includes:

**Quality Assurance Expertise:** I've held various roles, including Quality Assurance Specialist, Supplier Quality Technician, and Total Quality Manager across diverse industries like aerospace, automotive, electronics, and food. [4, 5]

**Process Improvement Champion:** I facilitate continuous improvement through methodologies like Kaizen, Lean Six Sigma, and value stream mapping. I utilize tools like swim-lane flowcharts and visual documentation (video & photography) to identify improvement areas and create training resources. [4]

**Training & Development:** I'm passionate about training and knowledge transfer. I leverage technology like Camtasia and SharePoint to develop and deliver engaging training programs. [4, 6, 7]

**Supplier Quality:** I have experience in ensuring supplier compliance with material specifications, certifications, and source integrity within AS9100 QMS / NADCAP / ITAR requirements. [2, 3, 8]

Technical Skills: I have a solid understanding of technical standards and requirements like AS9100, NADCAP, ITAR, and IATF 16949. [4, 8-10] My experience includes inspection, measurement using various tools, and PPAP for establishing supplier confidence. [4, 9]

I am a continuous learner, demonstrated by my certifications in IPC-A-610, UAS Remote Pilot, Lead Assessor for ISO9001, and Lean Six Sigma Green Belt in HR. [2, 5] My diverse industry experience and commitment to continuous learning make me a valuable asset to any organization seeking to enhance quality and operational efficiency. [11]

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## Experience

Indy Aerospace  
Quality Manager  
March 2025 - Present (1 month)  
Indianapolis, Indiana, United States

Indy Aerospace, Inc is an aerospace parts fabrication company capable of fabricating parts and assemblies with our CNC/Mill machinery. We offer a wide range of services.

Maden Luv Design  
Evangelist of the Gospel of Grace, Encourager, Podcaster  
June 2021 - Present (3 years 10 months)  
Indianapolis, Indiana, United States

Love ❤️ as I have loved you & Love ❤️ your neighbor as yourself ❤️ As He is so are we in this world! Following your 2019 vision, my commission to share the gospel of grace to the nations and kick off the Sound Spirit Radio podcast. Lord thank you for my best friend Becca Gilligan ❤️, partner in crime, encourager, supporter and prayer partner as we further the gospel of Jesus Christ together in faith. Thank you for following our journey of faith, by faith.

Next Door Photos  
Real Estate Photography  
January 2024 - June 2024 (6 months)  
Kansas City Metropolitan Area

Real estate photography, drone photography, videography of clients homes and commercial properties.

Vantage MedTech  
Quality Assurance Specialist  
June 2023 - December 2023 (7 months)  
Lenexa, Kansas, United States

Inspect product and/or materials to ensure adherence to specifications, review documents for accuracy and compliance to regulations, work collaboratively to prevent and resolve discovered issues in production, document and effectively communicate findings and results of inspection to internal and external stakeholders, work with Manufacturing and Design teams to ensure compliance to RBC processes and Quality system, review and analyze QA metric data, to report results and identify areas for improvement, improve and innovate new processes and tools to support planned growth while maintaining quality levels. Assist RBC's Quality Manager with client and/or FDA quality requirements, maintain electronic and paper QA files, and support internal and/or supplier audits.

TT Electronics plc  
Supply Chain QA Technician  
September 2022 - May 2023 (9 months)  
Olathe, Kansas, United States

Within the AS9100 QMS / NADCAP / ITAR requirements, I ensure our aerospace suppliers meet all material specifications and certification requirements, while also ensuring the integrity of the material's source. I'm the first point of contact for resolving any issues encountered with either documentation or material. Participate in daily QA team meetings. Function as 5S auditor.

Heartland International Ministries  
Digital Media Specialist  
October 2019 - October 2021 (2 years 1 month)  
Lenexa, Kansas

Organized confidential documents into a filtered spreadsheet for easy access. Created digital media management database with forms and reports in Airtable, Jotform & Zapier to manage our voluminous media and related stories. Create, edit, publish video via Adobe Creative Suite (Premiere Pro, After Effects) & Techsmith Camtasia for our monthly newsletter. Troubleshooting and support for Windows 10, Google Suite, Microsoft, iPhone/Android to HIM team. Create 'how-to' tutorial videos for our team and field partners with Techsmith Camtasia. Create podcast published via Anchor & Spotify. Delivered Social media campaigns managed via Canva & Hootsuite.

**Burns & McDonnell**  
IT Training Coordinator & Business Process Specialist  
February 2008 - August 2013 (5 years 7 months)  
Kansas City, MO

I developed and delivered SharePoint Community and Administrator training for rollout, Microsoft Lync Recording, Techsmith Camtasia and Snagit training; I organized Weekly Office Workshops (Wow!) to enterprise through classroom and remote to increase utilization of Microsoft Office suite; I organized in-person and virtual trainings for engineering project teams for Autodesk, Bentley & Intergraph applications, and Microsoft Office. I facilitated AEC design process development with Aviation Production Management Team (PMT) through EaglePoint Pinnacle Series; supported subject matter experts capture their tacit knowledge by screencasting bite-sized movies known as "Training Bursts" for delivery through Cisco Show and Share; I managed technology training resources through Centriq Training, Autodesk Subscription, Bentley LEARN, Retrieve rGuides, and Oracle UPK

**Heartland International Ministries**  
Digital Media Specialist  
August 2006 - July 2007 (1 year)  
Shawnee Mission, KS

Delivered timely technical support to ministry team and visiting missionaries. Diagnosed and repaired ministry assets, taught software to ministry workers. Developed website in SquareSpace CMS. Created newsletters, slideshows, & promotional videos.

**Haldex**  
Supplier Quality Technician  
October 2004 - August 2006 (1 year 11 months)  
Grain Valley, MO

Managed receiving inspection process within a small team within IATF 16949. Inspected and measured new supplier sample parts during Advanced Product Quality Planning (APQP) Production Part Approval Process (PPAP) to Geometric Dimensioning and Tolerancing (GD&T). Production Part Approval Process (PPAP) is used in aerospace and automotive supply chain to establish confidence in component suppliers and their production processes. Measuring tools included calipers, micrometers, Lupe, depth gages, surface table, and 3-axis coordinate measurement machine. Also supported the plant Lean implementation by coaching leaders and shopfloor associates .

**Sprint**

**Business Process Analyst**

February 1999 - October 2004 (5 years 9 months)

Overland Park, KS

Support Analyst, Number Portability (WLNP), Tier III, Wireless 10/03-10/04;  
User Acceptance Testing (UAT) P2k, Sprint.com – Customer Care 5/02-12/02;  
Process Analyst ITSM – Broadband Wireless Group 7/00-2/01; Process  
Analyst ITSM (Contract) –Network Management Center 2/00 – 7/00; Business  
Analyst ITSM – IT Service Delivery, Process Design, 2/99 – 2/00

**Landis+Gyr**

**Total Quality Manager**

February 2001 - November 2001 (10 months)

Lenexa, KS

Managed the implementation of the corporate Total Quality & Safety  
Management system. Delivered Process and Project Management training  
to the IT Engineering team Coached executive teams and facilitated various  
improvement initiatives.

**Birch Communications**

**Process Analyst**

September 1998 - February 1999 (6 months)

Captured as-is business processes at this start-up company in Kansas City  
MO and their call center in Emporia, KS.

**TI Automotive**

**Continuous Improvement Facilitator**

April 1997 - June 1998 (1 year 3 months)

Telford, United Kingdom

In cooperation with Nissan & Toyota and other suppliers implemented a  
company-wide sustainable lean 6s system. Radical improvement goals -  
50% reduction in cycle time and waste, 50% improvement in throughput.  
Improvement initiated by shop-floor teams (not specialist engineers). In  
conjunction with leadership team, human resources, we designed and delivered  
their first leadership development program. Assisted in development  
of IATF 16949 (QS9000).

**Pizza Two Four**

**Quality / HACCP / Safety Manager**

October 1996 - April 1997 (7 months)

Oswestry, United Kingdom

In charge of a wide array of functions, including quality, HACCP systems, regulatory compliance, staff training and discipline, GMP, quality and production planning, project planning, purchasing and strategic budgeting for this \$4 million speciality food producer.

**Portion Solutions Limited**  
**Quality / HACCP / Safety Manager**  
January 1994 - October 1996 (2 years 10 months)

Directed all daily QA functions as part of the QC inspection team, including customer audits, HACCP, sanitation and hygiene audits, GMP, internal quality audit to ISO 9002, corrective actions and regulatory compliance for this industry leader in food packing of vending and catering ingredients. Also served as the Health and Safety Manager; recruiter/interviewer, generated a procedural manual for staff training in health, safety and food hygiene issues.

**Emerson Control Techniques**  
**Supplier Quality Coordinator**  
May 1993 - December 1993 (8 months)  
Newtown, Powys, Wales

Performed detailed inspections of random lots of products, along with supplier assessments and regulatory compliance with ISO 9001 procedures.

**Sonoco**  
**European Quality Manager**  
September 1990 - November 1992 (2 years 3 months)

In charge of establishing all aspects of quality control/assurance in both UK and Denmark for \$28 million packaging company, travelling extensively between the two sites. In early 1992, concentrated on developing ISO9001 accreditation, until the sale of the company. Set up extensive training programs in SPC, TQM and ISO 9001 for staff and management, including software applications and manuals.

**NEC**  
**Incoming/Final Quality Team Leader**  
October 1987 - August 1990 (2 years 11 months)

Final Test Leader: Effectively oversaw daily activities for 25 on-line inspectors during the final assembly phase of dot-matrix printers. Trained staff and management in "Quality Circle" methods to achieve continuous improvement through teamwork. Created standard operations, policies and procedures provided QA support for prospective local purchasing ventures.

**Tatung**

Technical Writer

April 1987 - October 1987 (7 months)

Telford, United Kingdom

Created, edited and maintained technical documentation, including preparation and maintenance of manuals, quick reference guides and addenda for Tatung televisions and consumer electronic products.

**Ricoh UK**

Electrical Production Engineer

June 1985 - April 1987 (1 year 11 months)

Telford, United Kingdom

Initially hired as the assistant plant technician responsible within a small team to maintain the factory facilities, then promoted to Production to support start up of the sorter production. 1986 promoted to Production Engineer, sent to Japan to learn copier manufacturer process to start up Photocopier production in UK. I developed quality systems/processes with all UK/European suppliers, as well as line maintenance, troubleshooting, creating production guides, on-the-job training for production repair technicians. Ricoh repair technician certified.

**VACGEN Ltd**

Electrical Panel Wiring

November 1984 - June 1985 (8 months)

Telford, United Kingdom

VG Instruments Ltd. manufactured gas analysis equipment. Wired and assembled the control panels. from reading blue prints. Performed mechanical assembly, using basic hand tools in a production environment. Read engineering drawings, including extensive and comprehensive Bills of Material. Safely managed the use of regulated power supplies and HiPot testers, and observed appropriate electrical safety procedures. Troubleshooted problems using Multimeter. My electrical assembly skills (experience) including reading schematic and point-to-point wiring diagrams making technically appropriate connections to electrical components based on the wiring diagrams.

**Babcock International Group**

Apprentice Telecommunications Mechanic (Civilian)

August 1980 - August 1984 (4 years 1 month)

Donnington, Telford, United Kingdom

Year 1: Basic Electrical Theory, Basic AC/DC Theory, DC Circuits, Batteries, Generators, Motors, AC Reactive Components, AC Power, AC Generators, AC Motors, Transformers. Test Instruments & Measuring Devices, Electrical Distribution Systems. Electronics, Bench Fitting, Machining. Year 2-4: Disassembly and reassembly of armoured personnel vehicles (APV), remote bomb disposal Tractors. Fault finding and repair of low and high power radios, cipher equipment, measurement equipment like avometers, oscilloscopes down to component level.

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## Education

Shrewsbury Colleges Group

Technician Education Certificate (TEC)

Telecommunications, Telecommunications Technology/

Technician · (1980 - 1984)

Telford Park School

High School Diploma, Mathematics, English, Geometric Drawing, Physics,

Geography, Craft, Computer · (1977 - 1980)