

Resume of **JOHN A. CONTE, P. E.**  
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**OBJECTIVE:** Seeking contract or part time employment as a quality engineering, applied statistics or Six Sigma instructor.

**BUSINESS EXPERIENCE:**

- **Since May 2000** – Self employed as an instructor supporting various quality initiatives. Teaching assignments have included Statistical Process Control, Quality Engineering Statistics, Six Sigma, and Certified Quality Engineer and Certified Six Sigma Black Belt exam certification topics for the American Society for Quality. Concurrently, during the past four years I have also taught courses for Villanova University's on-line Six Sigma Master Black Belt program and the University Of Missouri College Of Engineering.
- **December 1997 to April 2000 – Senior Principal Consultant – Keane, Inc. – Dallas, Texas** – Completed four major consulting assignments including Year 2000 assessments of telecommunications equipment and networks and project management and test support for the Year 2000 compliance testing of numerous mainframe, mid-range and personal computer applications.
- **January 1990 to November 1997 - Manager of Quality and Reliability Metrics - DSC Communications, Plano, Texas** - Responsible for development of information systems for reporting quality and reliability metrics to management, customers, and Bellcore. Accomplishments included the introduction of statistical trend analysis techniques, the use of consistent reporting procedures, the establishment of a multi-user computing environment for reporting quality results, and the design, development, and maintenance of the Reliability Information System. All system development used Oracle Tools, SQL, PL/SQL, EROFF, HTML, and a data warehouse within a UNIX environment.
- **June 1968 to December 1989 – Engineer, Planning Engineer, Senior Engineer, Quality Assurance Staff - AT&T Western Electric, Kansas City, Missouri and Aurora, Colorado** - Responsible for the technical processes of reporting quality and reliability results at all AT&T Western Electric manufacturing locations. These efforts resulted in significant cost reductions, streamlined production processes, timely issuance of reports, and enhanced reporting formats. The responsibilities held at retirement were the direct result of providing leadership, maintenance, and development support for the manufacturing Quality Assurance Information Systems including audit data entry, audit data retrieval, text processing and electronic mail systems for more than fifteen years. That assignment required interfacing with the system users at sixty manufacturing locations on both hardware and software issues, the development and presentation of training programs for system users, and the development of information systems within a TSO environment.

**EDUCATION:**

- **Bachelor of Science Industrial Engineering**, University of Missouri at Columbia
- **Master of Science Industrial Engineering**, University of Missouri at Columbia
- Academic concentrations in Quality Control Systems, Reliability Systems, Quality Engineering Statistics, Simulation Modeling, Project Management, Methods Engineering, Technical Writing, and Data Analysis.

**CERTIFICATIONS, REGISTRATIONS AND APPOINTMENTS:**

- American Society for Quality – **Certified Six Sigma Black Belt** (CSSBB-1416)
- American Society for Quality – **Certified Quality Engineer** (CQE-2839)
- American Society for Quality – **Certified Reliability Engineer** (CRE-1003)
- American Society for Quality – **Certified Quality Auditor** (CQA-3267)
- American Society for Quality – **Certified Manager of Quality and Organizational Excellence** (CQM-0976)
- American Society for Quality – **Certified Software Quality Engineer** (CSQE-0103)
- State Board Registered as a **Professional Engineer** in Missouri (EN-014492) in 1971
- State Board Registered as a **Professional Engineer** in Texas (PE-69553) in 1991
- Recognized as an **Eminent Engineer**, by Tau Beta Pi, the national engineering honorary.
- Appointed and served as **Quality Examiner** for the Texas Quality Award in 1995 and 1996.
- Recognized as **Six Sigma Master Black Belt** by Transformation Technologies in 2002
- Recognized as **Six Sigma Master Black Belt** by the American Society for Quality in 2004
- Inducted into the Engineering Hall of Fame, University of Missouri in 2011.

**SELECTED PUBLICATIONS:**

- 1997 ASQ/ASA Fall Technical Conference, “Attributes of a Successful Reliability Improvement Metric”
- 1995 ASQC Annual Quality Conference Transactions, “Reliability Reports on Product, Customer, and Process”
- 1992 Rocky Mountain Quality Conference, “Reporting Reliability Results Using QMP metrics and UNIX® Software”

**AREAS OF EXPERTISE:**

- Thirty plus years experience using quality reporting systems to support product and process improvement.
- Quality Systems assessment using Baldrige Award Criteria with special emphasis on information systems and data analysis.
- Ten years of quality information system development experience with SQL and Oracle relational database management software.
- Twenty years experience with UNIX operating systems and software.
- Twenty-five years of experience with personal computers using Microsoft Office products including Word, PowerPoint, Access, and Visio.
- Ten years of experience with Minitab statistical software.