

# VMALEN A/L KUPUSAMY

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**Quality Engineer** with 3 years of experience in specializing in driving quality assurance processes, implementing corrective and preventive actions, and enhancing manufacturing quality standards. Skilled in applying CI methodologies to reduce defects, improve process efficiency, and ensure product compliance with ISO 9001 and customer requirements. Strong track record of collaborating with cross-functional teams, conducting root cause analysis (RCA), and using tools like 8D to ensure continuous improvement and customer satisfaction.

## EXPERIENCE

### Quality Engineer | Schneider Electric, Petaling Jaya.

Aug 2024 – Present

- Manage and resolve critical quality escalations from end to end, using Salesforce to track case status, analyze patterns, and ensure timely closure with full internal visibility.
- Conduct in-depth root cause analysis in coordination with factories and engineering teams, driving corrective and preventive actions to eliminate repeat issues.
- Develop and maintain interactive dashboards using internal tools and Tableau for real-time tracking of quality metrics and trends. Actively utilize Bridge Front Office (Salesforce) for seamless customer engagement and data integrity, ensuring customer expectations are met and exceeded.
- Acted as liaison between external customers and internal stakeholders, including Sales, Services, Execution, Logistics, and Customer Care teams.
- Well versed with SAP T-codes to check product pricing, products, and spare part stock levels particularly for urgent escalation cases requiring immediate support and fulfillment coordination with the logistics team.
- Drive improvements in Net Sentiment Score (NSS) and Customer Net Promoter Score (CNPS) by identifying key touchpoints, collaborating with process owners, and implementing targeted action plans.
- Well-versed in the Medallia platform, leveraging its analytics to deeply dive into customer surveys and extract actionable insights to improve both product quality and customer satisfaction.
- Lead the One Experience Survey (OES) campaign, ensuring data accuracy, coordinating with business leaders, and translating customer feedback into tangible internal improvements.

### Quality Coordinator | Schneider Electric, Petaling Jaya.

July 2022 – July 2024

- Led global containment initiatives from initiation to closure, encompassing customer communication, cross-functional coordination, execution, and reimbursement processes.
- Resolved numerous high-impact quality issues, often under pressure, including cases involving dissatisfied or escalated customers.

- Directed comprehensive root cause analyses, facilitating transparent, data-driven communication between customers and internal stakeholders.
- Collaborated with factory teams across multiple regions to align on corrective actions and implement sustainable, long-term solutions.
- Utilized data visualization tools such as Tableau and internal automation platforms to monitor quality trends, track KPIs, and proactively address emerging issue.
- Built a reputation for effective problem-solving under pressure, consistently delivering timely resolutions while maintaining high levels of customer satisfaction.
- **Reference Contact** : Ms. Fatin : 013-2831365 - *Quality Engineer/I2P leader*

#### **Quality Intern | Schneider Electric, Petaling Jaya.**

**Mac 2022 – Jun 2022**

- Assisted in the development and maintenance of quality documentation, including control plans, inspection instructions, and standard operating procedures.
- Analyzed root causes of faulty units by reviewing failure data, conducting basic investigations, and supporting corrective action planning.
- Performed checks at the warehouse to verify faulty return materials and products matched specifications and purchase orders; reported discrepancies to appropriate teams.
- Monitored recurring quality issues and escalated persistent problems to senior engineers and cross-functional teams for deeper investigation and resolution.
- Participated in internal audits and supported audit readiness by organizing records, reviewing compliance checklists, and preparing summaries for review.
- Contributed to cross-functional meetings by preparing visual aids and summary reports, enhancing communication between engineering, production, and quality departments.
- Created visual dashboards in Excel and supported preliminary data work for reports in Tableau, improving internal visibility of KPIs.
- **Reference Contact** : Ms. Fatin : 013-2831365 - *Quality Engineer/I2P leader/Supervisor*

#### **Product Industrialization Intern | Continental Tyre, Petaling Jaya**

**Nov 2017 – April 2018**

- Conducted hands-on inspections of large radial tyres to identify visual and structural defects such as bulging, deformation, or inconsistencies in build quality.
- Studied the correlation between green tyre height and final product performance to optimize manufacturing parameters for better output consistency.
- Participated in experimental trials to validate process improvements and material changes in the tyre production line.
- Performed detailed tread quality inspections using high-lumen lighting setups to detect surface irregularities, pattern defects, and alignment issues.
- Assisted in preparing technical reports and documentation for test results, process changes, and quality control observations.
- Gained practical exposure to tyre manufacturing processes, from green tyre preparation to curing and final quality checks.

## EDUCATION

### **Bachelor of Electrical Engineering Technology (Hons.) (Robotics and Automation) CGPA : 3.54**

**Jun 2018 - Nov 2022**

*University Malaysia Perlis (UniMAP)*

Education:

- Head of Department's List with 3.50 GPA (1st semester '18)
- Head of Department's List with 3.63 GPA (2nd semester '18)
- Head of Department's List with 3.64 GPA (1st semester '20)
- Head of Department's List with 3.66 GPA (2nd semester '20)
- Head of Department's List with 3.75 GPA (1st semester '21)

Co-curricular:

Persatuan Kemerlangan Mahasiswa Unimap (*Welfare and Social Exco*)

- Corporate Social Responsibility (CSR) Volunteering. Contributed to the planning and execution of community outreach events.
- Orientation Program Committee Member. Assisted in organizing and facilitating orientation programs for new students. Helped create a welcoming environment through ice-breaking sessions and campus tours.

### **Diploma in Mechatronic Engineering (CGPA 3.14)**

**Jun 2015 - April 2018**

*Polytechnic of Sultan Azlan Shah*

Education:

- Head of Department's List with 3.57 GPA (2nd semester '17)

Co-curricular:

Student Representative Council (*Volunteer Exco, Welfare Exco*)

- Organize various CSR programs with the local community.
- Participate in national CSR program with country polytechnic representative.

Student Leadership English Programme (SLEP) 2015

### **High School**

**Jan 2010 – Dec 2014**

*SMK La Salle PJ*

- Runner up for National level Choral Speaking competition 2010
- Champion for inter school state competition 2011.
- Malaysian National Chemistry Quiz 2014 passed with Merit.

## AWARDS & CERTIFICATE

### **Act Like Owners | Schneider Electric (China) Co. Ltd.**

**Feb 2024**

- Communication support, collaborative problem solving with global team.
- Devise plan in country to successfully contained the issue.

### **Customer First Award | Schneider Electric, Petaling Jaya.**

**July 2023**

- H1 2023 Awards.
- Identify customer issue and go beyond to provide customer resolution.

**Virtual Research and Innovation Exhibition UniMAP EREKA (2022)****Feb 2022**

- Gold Medal for Modelling And Characterization Of Piezoelectric Sound Wave Energy Harvester

**Board of Engineers Malaysia Certificate****Mac 2023**

- Engineering Technologist

## SKILLS

Data Analytics, Tableau Analysis, Medallia, SAP, 8D Methodology, A3 Problem Solving, Root Cause Analysis, Continuous Improvement, Failure Mode & Effects Analysis, Traceability, Microsoft Excel, Microsoft Powerpoint, Microsoft Word. Apollo. Project Management. Quality Management. Finite Element Analysis. Comsol Multiphysics. Excellent time management skills.

## PERSONAL PROJECTS

**MODELLING AND CHARACTERIZATION OF PIEZOELECTRIC SOUND WAVE ENERGY HARVESTER 2020 – 2021 - *University Malaysia Perlis (UniMAP)***

- The study research of different piezoelectric shapes in capturing energy in terms of the voltage, current and power.
- The analysis of different sound level to implement the mechanical strain to electrical energy

**MULTIPLE ELECTRONIC PARTS CONTAINER 2017-2018 - *Polytechnic of Sultan Azlan Shah***

- Stepper motor driven carousel wheel which programmed with Arduino Uno and bluetooth module via MIT app.

## PUBLICATIONS

**Semarak Ilmu Publishing - Modelling And Characterization of Piezoelectric Sound Wave Energy Harvester 27/02/2023**

- **Author** : Vmalen Kupusamy, Dr Liew Hui Fang, R. A. Rahim, Muhammad Izuan Fahmi
- **DOI** : <https://doi.org/10.37934/arfmts.102.2.8198>