

Susmita Gauli

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SUMMARY OF QUALIFICATIONS

- ASQ Certified Quality Technician (CQT) with expertise in project coordination, quality management, and process improvement.
- Currently pursuing a Graduate Certificate in Quality Engineering Management with a bachelor's degree in civil engineering.
- Proven ability to manage construction projects, coordinate sub-trades, and ensure compliance with quality and safety standards.
- Skilled in project scheduling, quantity takeoffs, and field coordination, with a strong focus on operational efficiency and stakeholder collaboration.

SKILLS

- **Project Coordination:** Trade coordination, deficiency management, progress tracking, and as-built drawings.
- **Field Coordination:** Site layout, quantity takeoffs, sub-trade supervision, and record-keeping.
- **Scheduling:** Manual and graphical scheduling, manpower productivity monitoring, and sub-trade coordination.
- **Technical Skills:** Blueprint reading, CAD, Microsoft Office Suite (Word, Excel, PowerPoint, Project), and SAP.
- **Soft Skills:** Leadership, communication, teamwork, adaptability, and problem-solving.

CERTIFICATION

- Certified Quality Technician (CQT), American Society for Quality (ASQ)
Certificate number:27101 Issued: September 27, 2024

EDUCATION

- **Graduate Certificate in Quality Engineering Management** January 2024– (August 2025)
Lambton College in Toronto
- **Bachelor of Civil Engineering** September 2017 – August 2022
Pokhara University, Nepal

WORK EXPERIENCE

Cashier/Customer Service Representative January 2024 – Present
Foodland, Toronto, Canada

- Supported operational efficiency by managing accurate transactions and ensuring compliance with store policies.
- Collaborated with management to complete the monthly retail inspection sheet, process documentation, and inventory tracking.

Site Engineer April 2023 – December 2023
Rabindra Construction, Gandaki, Nepal

- Coordinated construction activities, ensuring alignment with project schedules and quality standards.
- Conducted material inspections and resolved non-conformances, reducing material waste by 10%.

- Collaborated with sub-trades to optimize resource utilization and improve project efficiency by 20%.

VOLUNTEER WORK

Secretary

June 2024– Present

LCIT ASQ Student Chapter, Lambton College, Toronto

- Organized events such as Lean Lego Simulation, White Belt Event and Quality 5.0, increasing student engagement by 25%.
- Managed chapter records and facilitated collaboration among 50+ members.

PROJECTS

Cost of Quality (COQ) Analysis & Preventive Strategy for Honda Recall August 2024 – September 2024

- **Objective:** Conducted a Cost of Quality (COQ) analysis on a major quality issue in Honda vehicles and developed a preventive strategy to reduce external failure costs.
- **Quality Issue Analyzed:** Investigated a recall involving 23,792 Honda Fit (2018–2020) and HR-V (2019–2022) models due to a display audio screen failure that prevented rearview camera visibility, increasing crash risk.
- **Preventive Strategy Development:** Applied root cause analysis (Ishikawa Diagram) to identify issues related to battery charge drop during ignition. Proposed a solution including improved battery management systems and software enhancements to prevent recurrence.
- **Appraisal & Failure Cost Management:** Assessed individual failure costs, calculated total failure cost (\$18.5M), and justified preventive investment using ROI of 454.87 (every \$1 invested saved \$454.87) and a payback period of just 1 day, effectively justifying preventive investment for long-term quality improvement.
- **Implementation & Compliance:** Advocated for a proactive prevention-based quality management approach aligned with ISO 9001 standards to minimize future recalls and enhance product reliability.

Integration of ISO Standards for Mother Parkers Tea & Coffee

July 2024 - August 2024

- Analyzed and integrated ISO 9001 (Quality), ISO 22000 (Food Safety), and ISO 45001 (Occupational Health and Safety) standards.
- Mapped key business processes, identifying commonalities across ISO standards for streamlined integration while addressing unique requirements to ensure compliance and efficiency.
- Identified gaps in compliance with ISO clauses and proposed solutions to improve the gap to enhance operational efficiency and stakeholder satisfaction.
- Developed an integrated management system (IMS) framework that aligns with the IMS manual structure to support leadership commitment, periodic reviews, and stakeholder participation.
- Positioned Mother Parkers to meet customer, employee, and regulatory expectations, enhancing its competitiveness in the beverage industry.

Seismic Vulnerability Assessment of Masonry Buildings

September 2021 – November 2021

- Conducted a seismic vulnerability assessment of unreinforced masonry (URM) buildings in earthquake-prone regions of Nepal.
- Performed structural analysis using software tools to evaluate the load-bearing capacity and failure mechanisms of masonry structures under seismic forces.
- Identified key vulnerabilities, including weak wall-to-roof connections and inadequate foundation systems, and proposed retrofitting solutions to enhance structural resilience.
- Developed a risk mitigation plan, including recommendations for improved construction practices and compliance with seismic design codes (IS 1893).