

Michael Shane Helgeson

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I am a seasoned Quality Assurance Supervisor with deep expertise in military and defense, specializing in FAR and DFARS compliance. A proven leader in team oversight and cross-functional collaboration, committed to operational excellence and superior quality, and known for meticulous attention to detail, strong analytical skills, and a knack for identifying process improvements. I am actively seeking a challenging role in an international assignment within DCMA.

Work Experience:

Defense Contract Management Agency (DCMA), DCMA Lockheed Martin Orlando, P6-ELQC, NH-1910-03

Quality Assurance Supervisor, May 2021 – Present, Troy, Alabama

Supervisor: Quality Assurance Director, Christy Goodwin (407) 803-3392

- Led quality assurance activities, ensuring FAR and DFARS compliance for six Acquisition Category (ACAT) I programs valued more than \$20B.
- Managed three quality assurance teams in five separate locations across two states when covering down for the Quality Director in her absence.
- Drove continuous improvement by identifying trends and implementing preventive measures ensuring the Javelin program met its ramp-up projections because of the extensive FMS Sales and war stock depletion.
- Conducted audits and resolved complex, multidisciplinary problems across all programs, but this effort was highlighted with a FOD issue within the Hellfire program that required surveillance, coordination, and cooperation to put the program back on track and meeting contract.

Defense Contract Management Agency (DCMA), DCMA Lockheed Martin Orlando, P6-ELQC, GS-1910-12

Quality Assurance Lead, May 2019 – May 2021, Troy, Alabama

Supervisor: Quality Assurance Supervisor, Christopher Ledesma (850) 217-8988

- Ensured adherence to industry and government regulations during the migration to PDREP with over 200 KCR's successfully managed.
- Developed quality control plans aligned with FAR and DFARS during PDREP migration and assisted other CMO's within the East Region to help ensure they met the requirements.
- Assumed leadership role in Quality Assurance Supervisor's absence due to a 500 miles distance between the CMO and facility office. This was instrumental in assisting the FLS.
- Analyzed quality data for continuous improvement that didn't just meet requirements, it inspired a contract change on the Hellfire program; moving NCM from the contractor back to DCMA.

US Army Aviation and Missile Command

Quality Assurance Supervisor and Contract Officer Representative, 2012 – 2019, Enterprise, AL, GS-1910-11

- Provided technical guidance on aviation maintenance policies, procedures, and contracts.
- Ensured compliance with quality specifications for multiple aircraft models.

United States Army (Active Duty), US Army Aviation and Missile Command

Quality Assurance Supervisor and Contract Officer Representative / NCOIC, May 2008 – April 2012,

Enterprise, AL, E-7 position

- Developed and implemented a corrosion control program.
- Supervised and trained Quality Assurance Specialists across various aircraft types.

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United States Army – 20 years of Active Duty (1992-2012)

Quality Assurance Supervisor & NCOIC

Aviation Center Logistics Command (ACLC), Enterprise, AL (2008-2012)

- Managed quality assurance for diverse aviation assets, including UH-72, AH-64, and OH-58D aircraft.
- Spearheaded corrosion control programs and established maintenance protocols.
- Directed a team of 9 Quality Assurance Specialists, including training and development.

Platoon Sergeant & Quality Control Supervisor

3/17th CAV, 10th Mountain Division, Fort Drum, NY (2005-2008)

- Led a platoon of 14 soldiers, emphasizing operational excellence and quality control.
- Served temporarily as First Sergeant in Iraq, selected for this role over peers.

Simulator Complex NCOIC

110th Aviation Brigade, Fort Rucker, AL (2003-2005)

- Supervised 21 instructors and military personnel in advanced simulator and classroom training.

Academics Instructor & Supervisor

110th Aviation Brigade, Fort Rucker, AL (2002-2003)

- Managed 15 civilian and military instructors focused on OH-58D Kiowa helicopter training.

OH-58D Crew Chief

127th ASB, Hanau, Germany (1998-2002)

- Oversaw the well-being and training of 10 helicopter mechanics in a rapid-deployment unit.

Artillery Forward Observer & Unconventional Warfare

Korea, Fort Sill, Fort Lewis (1992-1998)

- Varied roles in combat arms, including leadership responsibilities since attaining the rank of Corporal in 1993.

Job-Related Training:

- Engineering & Technical Management - Practitioner Certification 2023.
- Production, Quality, and Manufacturing (PQM) Level 2 Certification Awarded, 2012
- FAA Certified Airframe and Power Plant Airman: 2016
- Skillsoft: New Supervisor Training: Human Capital Management, Leveraging Diversity, Conflict Management, and Developing Others: 2021.

Education:

- Masters in Business Administration, Southern New Hampshire University (SNHU), 2023
- Bachelor of Arts, General Studies/Business, SNHU, 2022
- Plexus International AS9100C Understanding Internal Auditor certified 2014
- Basic Noncommissioned Officer Course 2002
- Instructor Training Course 2002
- Quartermaster Officer Basic Course 2002
- Primary Leadership Development Course 1995

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Community Service and volunteer work:

- 2020-Present Assisting with training for Therapy Dogs of America
 - 2016-2020 Volunteered with Therapy Dogs of America, taking Kai (Therapy Dog) to hospitals, libraries, and nursing homes. 2016-2020
 - 2008-2018 Assistant scout leader for Troop 99, Enterprise, AL
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Awards:

- Three Time Off and one non-rating-based Cash Award in 2023
- One non-rating-based Cash Award in 2022
- Three DCMA Peer+ Awards in 2022
- One non-rating-based Cash and one Time Off award in 2021
- Four DCMA Peer+ Awards in 2021
- Three non-rating-based Cash and one Time Off award in 2020
- Three DCMA Peer+ Awards 2020
- Nine performance, cash, and time off awards (Not DCMA) 2012-2019

Military awards include Meritorious Service Medal, Army Commendation Medal (3), Army Achievement Medal (3), Army Good Conduct Medal (6), as well as numerous service and campaign medals.

Additional Information:

- Active Secret Security Clearance
 - Subject Matter Expert (SME): AMMO, Electronic, Federal Government Regulations, Quality Surveillance, and quality management system (QMS) Audits
 - Computer Skills: Microsoft Word, Excel, PowerPoint, and Access
 - Able to independently conduct audits and provide appropriate recommendations by Generally Accepted Government Auditing Standards (GAGAS) or Generally Accepted Auditing Standards (GAAS)
 - Excellent analytical abilities
 - Experienced in the military and manufacturing quality control inspection processes
 - Strong interpersonal skills, capable of working effectively within a team environment
 - Experienced in employee relations and problem-solving skills
 - Possess and maintain a valid stateside driver's license
 - Strong communication and organizational skills, able to communicate orally and in written format
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References:

- Ronnie Perkins, Industrial Specialist Supervisor – Lockheed Martin DCMA Orlando, 407-356-7078
- Kim Lehman, Quality Section Chief, Missile Systems Quality Management, Tactical Aviation and Ground Munitions (TAGM), US Army 256-603-3991
- David Butler, Lead QA (Retired), Lockheed Martin, Troy Facility, 334-372-7624