

Leonardo Rodrigo Soares dos Reis

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SUMMARY

Dedicated Quality Engineer with extensive experience in aeronautics, specializing in Quality Management Systems (QMS) and compliance assurance. Successfully implementing new production lines and repair processes while overseeing audits to enhance operational safety. Proven track record of leading customer complaint resolution and improving QMS performance indicators. Eager to leverage unique expertise to drive operational excellence and safety in a dynamic environment.

WORK EXPERIENCE

02/2024 – Present

Quality Engineer, Safran

- Facilitate workshop operations by delivering technical guidance, essential documentation, and problem-solving support.
- Define service levels, oversee tool acquisition and analysis, and assist in the implementation of new production lines and repair protocols.
- Craft, implement, and uphold Quality Management System (QMS) standards to guarantee compliance with corporate policies, regulatory standards, and operational safety.
- Manage certification and licensing processes for SAFRAN HE BRASIL's aeronautical activities, ensuring adherence to QSMS (Quality, Safety, and Management System) standards.
- Plan and supervise aeronautical production operations while supporting the installation and maintenance of machinery and facilities.
- Serve as the primary contact for customer complaints, spearheading containment actions and resolution strategies.
- Conduct and oversee internal and external audits, including corrective actions and opportunities for enhancement.
- Track QMS performance indicators, including quality alerts, quality escapes, 8D/RPO analyses, and preventive measures.

05/2023 – 02/2024

Powerplant Engineer, Sideral Linhas Aéreas

- Provide technical support for aircraft in AOG situations, conducting thorough analyses to identify root causes of issues.
- Develop, integrate, and execute engineering orders to remedy damage, facilitating efficient and effective repairs.
- Issue technical instructions and recommendations to uphold airworthiness subsequent to repairs, adhering to industry standards and regulatory guidelines.
- Monitor and assess maintenance tasks arising from unscheduled scenarios, such as AOG situations, to pinpoint improvement opportunities and efficiency.
- Act as a key intermediary between the company and suppliers, fostering effective communication and collaboration.
- Collaborate with Designated Engineering Representatives (DERs) when necessary to devise solutions that meet safety and regulatory expectations.
- Manage initiatives such as EGT (Exhaust Gas Temperature) reduction and vibration mitigation programs aimed at enhancing on-wing engine health performance, consistently meeting deadlines and surpassing corporate objectives.

01/2022 – 05/2023

Quality Control Inspector, Latam Airlines

- Ensure the quality and safety of aeronautical maintenance services provided by LATAM MRO, executing inspections of designated critical services and representative batch samples according to high industry standards.
- Contribute to the continuous improvement of maintenance and manufacturing processes through enhanced critical thinking among maintenance personnel during their daily routines and via regular departmental meetings.
- Offer technical support to mechanics by monitoring tasks and reviewing related technical procedures, alongside providing tailored training for their activities.

12/2020 – 01/2022

Maintenance Quality Auditor, Azul Linhas Aereas

- Guarantee that all manuals regarding airworthiness and maintenance are developed and maintained per applicable regulations.
- Establish and manage a comprehensive program of regular quality inspections under the Quality System, covering all aspects of airworthiness and maintenance while monitoring compliance with local regulations, approved manuals, and corporate standards.
- Define and maintain a schedule for comprehensive audits to evaluate the effectiveness of subcontracted maintenance activities.
- Collaborate with nominated Post Holders to determine corrective actions and ensure timely resolution of non-conformities identified during audits.
- Complete and oversee the tracking of corrective actions while maintaining records of all reports related to airworthiness and maintenance within the Quality Management System, providing updates to the Quality Manager.

02/2013 – 11/2020

Aircraft Mechanic Technician, Azul Linhas Aereas

- Conduct daily planned and unplanned aircraft maintenance activities.
- Interpret maintenance manuals, service bulletins, and other specifications to evaluate the feasibility and methodology for repairing or replacing malfunctioning or damaged components.
- Inspect completed work to certify that maintenance adheres to standards, ensuring aircraft readiness for operation.
- Maintain repair logs, documenting all preventive and corrective aircraft maintenance activities.
- Execute routine and special inspections mandated by regulations, checking for corrosion, distortion, and undetectable cracks in the fuselage, wings, and tail.

EDUCATION

Bureau Veritas
Internal Auditor, ISO 9001 / ISO 14001 / ISO 45001

Universidade do Estado do Pará (UEPA)
Industrial Engineering

Aircraft Mechanic Technician, EIAC

SKILLS

Quality Management System (QMS)	Internal and External Audits
Corrective Actions	Preventive Actions
Technical Instructions	Problem-Solving
Root Cause Analysis	Engineering Orders

Airworthiness	Maintenance Procedures
Aircraft Maintenance	Service Bulletins
Inspections	Repair Logs
Corrosion Detection	Distortion Detection
Crack Detection	Adaptability
Innovation	Interdisciplinary Approach
Collaborative Approach	Teamwork
Customer Complaints Management	Communication

LANGUAGES

English (Fluent)

Portuguese (Native)

French (Intermediate)

CERTIFICATES

Internal Auditor ISO 9001 / ISO 14001 / ISO 45001
Bureau Veritas

2024