

TERRY KUY

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SUMMARY

Experienced medical device and computer electronics technician with a business administration/accounting degree from the University of Hawaii. Passion for working with new technology and inspiring people. Would love the opportunity to develop professionally through challenging work in an organization that is committed to growth, innovation and best practices. To work in a people focused team culture and build positive relationships while maintaining and achieving personal growth goals.

EXPERIENCE

Electronics Technician

Nihon Kohden America

November 2016 – May 2018, Irvine, Ca.

The go to configuration specialist for patient monitoring medical devices, which encompassed a suite of products that were essential to NKA's business. Also did configuration for neurology equipment(PC and Dell servers), and repaired electronic medical device equipment down to the component level.

- Takes part of monthly production planning, inventory management.
- Working with different departments to get the information needed to either troubleshoot an order, or to finish it quickly.
- Making sure there is software and hardware compatibility between the configuration request and the hospital account.
- Logging all manufacturer hardware and software defects for the NCMR process.
- Configuration and installation of access points, wireless adapters to medical devices as add-ons.
- Troubleshooting hardware/software issues of networked devices. Inclusive of main products such as the CNS, RNS, ORG, G9 units, and bedside monitors like the BSM-3000s, 6000's, and 1700's.
- Assists tech support/field installers to handle onsite troubleshooting issues.
- Travelling to a customer site (hospital environment) to do installs, updates and configurations.
- Provide training of products and technical direction to co-workers on computer, medical device and network issues, giving complete advice and detail of instruction.
- Detail oriented records keeping through word, excel and SAP.

Sales and Leasing Consultant

Lexus of Cerritos

February 2013 – October 2013, Cerritos, Ca

- Built and maintained a professional relationship with clients through focus on individual customer needs.
- Completed customer service training to learn ways to enhance customer satisfaction and improve productivity.
- Collected and analyzed customer and market data.
- Prepare visualizations of data in order to explain and persuade.
- Inputting and editing customer data into CRM tool to create weekly reports.
- Developed strong communication skills through meeting new clients daily and facing many different objections and difficult situations.
- Analyzed customer needs and requirements to determine qualifications.
- Performed automobile demos with briefings on features and capabilities.
- Took customers for test drives and explained features, services and warranties.
- Demoed tech features, GPS, Bluetooth, WiFi customization.

PROJECTS

Orangewood Foundation

At Nihon Kohden, we were allowed to volunteer our time to organizations that matter. I chose to volunteer at the Orangewood Foundation that helps serve the Foster and youth communities. I helped to prep, cook, clean and serve the food for the youth there.

EDUCATION AND TRAINING

Bachelor of Business Administration - Accounting

University of Hawaii • Hilo, Hi • December 2011

CompTIA A+

COMP001020978881 • May 2016 – May 2019

SKILLS

Strong customer service skills.

Experience working within a high-pressure environment.

Strong typing, written and oral communication skills

Ability to work effectively at all levels in a collaborative team environment.

Ability to organize, prioritize, and multi-task

Ability to communicate effectively with both technical and non-technical staff