Below is my qualification for this position,

- **Expert of Computer hardware and peripheral devices.**

  I have built many computers from scratch; installed Microsoft Windows and Linux operating systems on new/used computers. I can setup dual boot with two different versions of Windows O.S. such as Win 10 and Win 7 (Win XP etc.) or Windows and Linux. I have many years of experience troubleshooting hard disk issues (partition, corruption, Bitlocker error, boot fail etc.), monitor, scanner, LaserJet, large format & desktop Inkjets and thermal transfer printers etc.

- **Windows, Microsoft Office and others**

  I am very familiar with Windows OS (XP, 2000, 7, 8.1, 10) Active directory, user rights, group policy, domain server, Windows credential, device installation, VPN, Symantec Endpoint Protection etc. I can support Mac OS, Linux and android devices as well. I am very familiar with Microsoft Office, database and CAD/CAM software.

- **Analytical and network troubleshooting skills**

  I have always been the best troubleshooter in our organizations. My boss used to say "Hon has the abilities to solve problem that is complicated and sometimes hard to define". If necessary I will build my own tool to get the job done. A few years ago we have a very prestigious law firm customer who had intermittent problem with our 65" professional LED display. They have a state of art automation office. Every conference room has an iPad to control their AV systems and other equipment wirelessly. Every so often the iPad failed to control the device. The integrator has replaced it twice including upgraded to a more expensive model and also re-programmed the iPad. The problem didn't go away. The integrator contacted us for help. I went onsite tagged on my network sniffer to their system to monitor and capture the communication data. After I collected enough information I tried to use Microsoft Notepad to open the log file. The size of the log file was too big that Notepad couldn't open it. So I wrote my own program to parse the file. I deleted all of the irreverent data to shrink the size then analyzed the core information. I was able to find the culprit and fix it.

- **Relentless, can do attitude**

  There was a case. Our SQL server had a major crash around noon time. It was the backbone of our accounting software and e-commerce web system. It took down our entire business operation. We have the backup from previous night. However if we use the backup data then we would have lost all of the new transactions. We decided to pay Microsoft SQL support to get it fixed. Microsoft tech support tried a couple of hours could not recover the system. They escalated to the advance group. The senior specialist tried some undocumented commands and utilities but still failed. By 6:00pm they gave up. They told us the crash had corrupted the database beyond recovery. There were other options but not within the scope of their services. After watching what they did, I got a better idea; instead of recover the corrupted database tables why not rebuild them. It will require to custom-made a program to achieve that. It was very late most of the IT guys had left already. After hours of trying and testing finally my program worked. I was able to bring up the SQL server and reinstate all of the transactions. The first employee opened the door was surprise that I came to work so early. I then realized it was already the next day. I was so focused with my work I didn't feel hungry for not having dinner. When my boss found out he sent me home and gave me an extra day off.

- **Customer service**

  I came up with an idea that can better help our customers. I put the idea into a software program which was none existed in the industry. It created an advantage of our products over our competitors. See the "Calcomp News" on the last page of the attachment

I believe I can bring value to your company.

Hon Yu
714-814-8118

Hon Yu

h33yu@yahoo.com,   Cell: 714-814-8118

EXPERIENCE

Amada America Inc.,   Buena Park, CA   2017 – Sep. 2018
Customer Engineer
Cover Western region of U.S. Support CAD/CAM, sheet metal software and Fiber Laser, Press Brake and Automatic Tool Changer machines. Provide remote and onsite customer service, integration, install application software, SQL database, setup user rights, local policy, firewall, access control, security exceptions, add/remove device, video graphic properties, Windows Registry modification. Configure server and client workstations to communicate with the machine controllers via local area network. Manage Microsoft Active Directory & embedded O.S., Conduct field training and troubleshoot problems.

Mitsubishi Electric U.S.   2014 - 2017
Contractor/Consultant

Mitsubishi Electric Visual Solutions America, Cypress, CA   2003 - 2013
Applications Engineering Manager/Principal Engineer
Assist sales in product presentations and help seal deals with major customers such as Rite Aid, H-E-B and Fred Meyer. Consign products, coordinate equipment and provide installation for sales evaluations. Provide Post-Sales support, visit clients, analyze and solve problems that were not able to resolve by call center and field service. Conduct firmware upgrade, report bugs to factory and be the technical and engineering liaison with oversea R&D departments. Give technical training to sales, dealers, tech support and out sourced service centers. Perform competitor analysis and product life cycle planning. Work closely with partners. Support trade shows. Manage the following products:

- **Large format LED/LCD professional displays** & **Full HD Super-Narrow Bezel Video Wall**: Write RS232C & Ethernet remote control diagnostic programs. Joint development evaluates and test partners' products such as Digital Signage, OPS (embedded computer), Multi-touch screen, Crestron, AMX controllers' A/V integration and host server, thin client, Android/IOS mobile collaboration software. Troubleshoot networking problem with protocol analyzer and Wireshark.

- **Security DVR, IP camera, surveillance system**: Provide dealer and integrator training. Install hardware, software, setup LAN, WAN communication, remote access, assist customer with Firewall, DMZ, Port Forwarding, User Rights and Access Control configuration. Create a hard disk calculator help customer estimate the capacity they needed.

- **Photo Kiosks**: Network thousands of kiosks in hierarchy scope worldwide (like ATM machine). Program multiple stations in LAN as front-end interface and FTP data to Silver Halide facilities across states. Set up remote access, giving user ability to download picture from FACEBOOK and cloud storage. Integrate flat-bed scanner, DVD dispenser, receipt printer, Bluetooth and Wi-Fi devices in Windows, Mac OS and Linux environment.

CALGRAPH (Calcomp operating entity), Fullerton, CA   1999 - 2002
Sr. Systems Administrator
Manage domain server, firewall, security protection and network equipment. Install workstations and software applications. Maintain SQL server, write T-SQL code and update data. Design disaster recovery and preventive maintenance plan. Servers and database backup. Manage computerized digital PBX (TeleVantage) and call center Nortel Meridian phone system. Troubleshoot problems reported by users.

CALCOMP, LOCKHEED MARTIN INC., Anaheim, CA   1984 - 1999
Sr. Worldwide Product Specialist
Specialized in large format inkjet plotter. Key member of Team-90 cross functional team tasked with developing a product from brainstorming to concept to prototype through final release. Write Q&A and troubleshooting scripts for technical support/call center. Provide training to sales, field engineers and dealers/distributors. Collect and analyze field data to project risk factors and alert upper management. Develop and implement support strategy and service plan. Support CAD/CAM software network printing in UNIX, Macintosh and Windows environment.

Network Administrator
Design the network that best suits the organization. Setting up the systems, maintaining the network operation, services, security and equipment. Install software applications and hardware devices, analyze infrastructure to ensure efficient capacity utilization. Perform troubleshooting and repairs. Support UNIX, Mac and PC users. Research new technologies. Design disaster recovery plan and perform daily backup. Monitor and fine tune the system performance. Received award for resolving severe system crashes due to rapid business expansion and provided a solution that made the system ran faster and more reliable.

Education

M. S. Degree, Computer Science
Stevens Institute of Technology, Hoboken, NJ

B. S. Degree, Biology
Tung Hai University, Taiwan. R.O.C.

Certification/Training:

CNE (Certified Novell Engineer)

Solaris 2.x administration training

Adobe advanced Postscript programming training

MPG (Managing Personal Growth – Blessing White) training

Frontline Leadership training

Awards:

PRESIDENT: Highest honor given to a CalComp employee (4000+ employees)

LEADERS IN SERVICE: Final winner through multiple rounds process out of fifteen countries' top nominees.

IMPACT SUGGESTION

TECHNICAL SUPPORT SPECIALIST OF THE YEAR
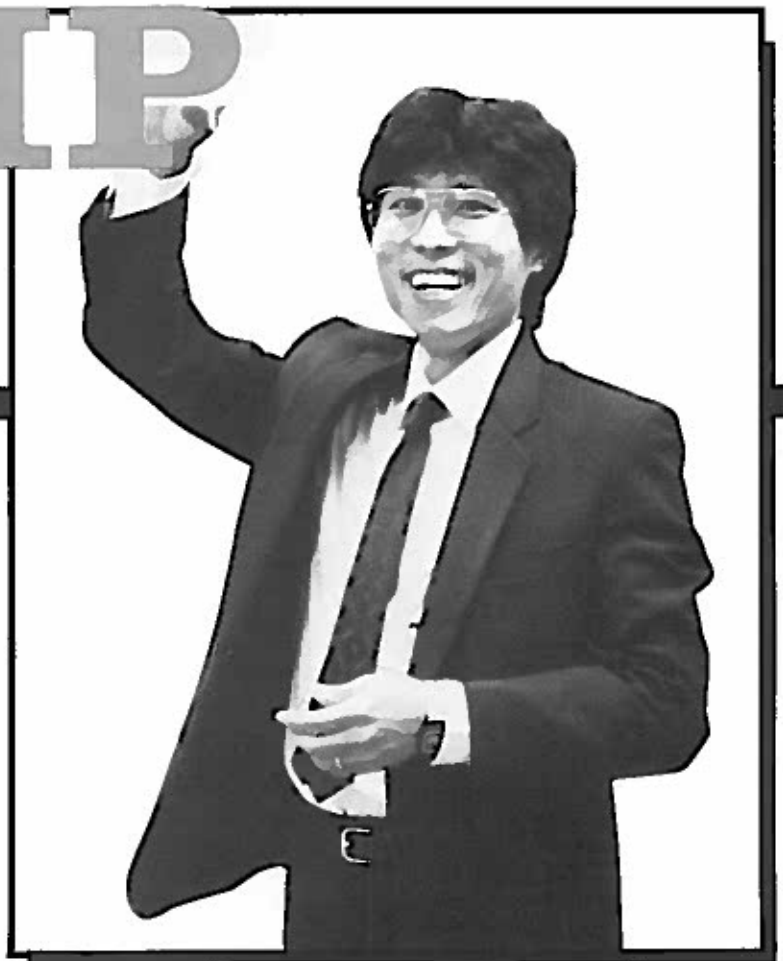
OUTSTANDING ACHIEVEMENT

1989 / 1990
HQ TECHNICAL SUPPORT
SPECIALIST OF THE YEAR
HON-LIN YU

CALCOMP

In Recognition
of Outstanding
Achievement

Hon Lin Yu recently received the President's Award for his efforts above and beyond his normal job duties.

Hon Lin Yu Creates Software Package, Improves Plotter Capabilities

A new software package developed for CalComp by Hon Lin Yu, a product specialist in Customer Support, makes it possible for CalComp plotters to run continuous plots from AutoCad files. This capability increases the value of our products to customers. For his efforts in creating this software package, Hon received the President's Award from Bill Conlin.

Prior to the development of this software package, AutoCad users could only plot one drawing at a time and then had to restart the plotter. This option is not offered by any of our competitors or by AutoCad.

"Hon created this software package primarily on his own time. He recognized the need for such a package and continued to work on the project to make it available to our customers," states Jim MacLeod, manager, customer support and Hon's supervisor.

The task of developing such software would normally be done by Engineering. However, Hon had the skills and used them to increase CalComp's capabilities.

The new package has played a significant role in the sale of certain plotting systems and is now offered as a standard item with the 1040GT series

plotters. It is also available as an option on the 1070, 5700 and 5800 series plotters.

"This software package is critical to CalComp's marketing strategy. Hon's efforts have improved our position in the marketplace," Jim points out. ■

Coworkers admire Hon Lin Yu's President's Award gifts.

New Plotter Added

CalComp Enhances 1040GT Product Line

by Richard Stehr

A new D-size 1040GT plotter has been added to this line of low-cost eight-pen plotters.

Designated 1041GT, the new plotter accommodates ANSI-A to D cut-sheet media—including various types of paper and film—and offers most of the key specifications and features of the series' other models.

Improvements

The entire 1040GT line has been improved with speed, acceleration and resolution enhancements.

Plot Manager firmware is available on the 1040GT as an option. Plot Manager helps to increase throughput as much as 100 percent over other brands of plotters with equal plotting speed and acceleration. This is done via a proprietary plot management algorithm that

minimizes pen changes and movements, which, in turn, also improves plot quality.

Applications

As with the other 1040GT plotters, the 1041GT was developed for mechanical and electrical design, mapping, integrated and printed circuit design, architectural, engineering and construction applications.

The new plotter also enjoys the same extensive software support as the other models in the series, including more than 100 third-party CAD packages. In addition, CalComp's Host Computer Basic Software (HCBS)—which provides easy interfacing to application programs—is available on request at the time of purchase. ■

Customer Hotline Is One Year Old

The Customer Support Hotline staff celebrated the one year anniversary of this CalComp service in June. During the first year of operation, calls to the hotline increased more than 800 percent.

When the hotline first opened it was limited to calls regarding the 1040GT Series plotters. Since that time both ColorMaster and the 1070 series plotters have been added to the list of products supported.

The Customers Support hotline operates from 6:00 am to 5:00 pm PDT Monday thru Friday. Charter members of the Hotline team include Peter Aquinde, Jim MacLeod, and Hon Lin Yu. In addition, Dave Sabo and Mike Gardner have joined the staff since the hotline first opened.

Callers have received answers to questions ranging from plotter installation to interfacing the product with the rest of the PC-based graphic system. The staff is equipped to answer most technical and operational questions regarding CalComp products.

In addition, the staff tests software packages from independent vendors to find better ways to support these packages. ■

New Marketing Organization Sets Goals

by Terri Peterson

In order for a company to grow and expand it must be able to keep up with ever changing customer needs. One of the changes CalComp has made to keep up with customer needs has been the formation of the new Marketing Organization.

"This new marketing organization was formed to provide a group-wide focus on specific computer graphics market demands and to deal with customer support issues," says Bill Conlin, President.

Larry Sanders has been named vice president, marketing, and heads this new function. "The goal of this new and exciting organization is to provide marketing innovation, support and leadership to meet the rapidly changing needs of the marketplace, with the focus on CalComp's customers and sales force," states Larry. "We want to make a difference. Our organization is ready to help the field in several ways." Larry adds.

Ken Raby heads the Customer Service department and will continue to provide high quality service and support to customers who purchase CalComp products. This department has been retitled to reflect the customer-oriented mission of this group.

Carolyn Monfore continues to provide excellent administrative support to the selling divisions and is responsible for the new Telemarketing Department. Carolyn was recently named vice president, administration.

Marketing Planning, Operations and Sales Support/Training will work together to provide the selling divisions with product information, sales plans, promotions and support to ensure attainment of product sales volumes.

"The new Marketing Organization is now in place and promises to be heard and recognized by all of CalComp," says Larry Sanders. ■