**KEVIN HOANG PHAN**

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Technical Support Specialist | Helpdesk Technician

Dedicated helpdesk professional by providing technical support in a 20+ user environment. Skilled problem-solver able to communicate with users at all levels of technical proficiency. Troubleshoot, resolve and document user help requests for desktop, laptop, mobile, network and peripheral problems.

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| Expertise: | Technical Troubleshooting End User Training Virus Detection, Removal & Prevention IT Infrastructure & Performance Tuning | System Upgrades & Optimization Security, Backup & Recovery Solutions Technical & User Documentation Relationship Management |

Technical Summary

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| Platforms: | Windows, Unix, Linux, Mac OS X, iOS, Android |
| Networking: | LANs / WANs / TCP / IP, VoIP, DNS, HTTP, Wireless / VPN , Firewalls, Active Directory |
| Hardware: | iPads, iMacs, tablets, desktops, laptops, printers, scanners, projectors |
| Applications: | Microsoft Dynamics NAV, Norton / McAfee Antivirus, Symantec Backup Exec, Norton Internet Security, Macrium Reflect |

**Professional Experience**

B. Braun Medical Inc

**Quality Operations Associate II 8/2020 - Present**

2525 McGaw Ave Irvine CA 92614

(949) 660-2000

* Responsible for performing in-process inspections, process monitoring, labeling control, re-inspection process, sampling process for Reserved Samples, quality support and investigations/resolution.
* Process monitoring includes AQL sampling, performing line clearances and line control.
* Provide quality support by performing tasks as assigned by Process Control Management.
* Monitors manufacturing process verifications to ensure compliance with operating procedures and specifications.
* Provided quality oversight on manufacturing processes to ensure compliance including data integrity. Provides support for quality investigations and resolution of quality issues.
* Works under direct supervision and from detailed verbal and/or written instructions.
* Using established procedures to accomplish assigned task. Using limited judgement in resolving problems.
* Responsible for process inspection in filling areas for Excel, PIC, PAB, Titan, Glass, E3 and Duplex.
* Responsible for process monitoring in packing areas for Excel, PIC, PAB, Titan, Glass, E3 and Duplex.
* Using EBR, SAP, Prisym360, and Sterilizer Tag software for storage, issuance, and return label, label plate and DFU.
* Responsible for process inspection component areas including CFM, Injection molding, Blow molding, PAB Assembly, Film Extrusion, Resin Compounding, and Mixing.
* Process Verification Checklists for the task; searching and identifying SOPs in the B|Braun Docs Database.
* Counting return/rejected labeling materials using digital scales PG50002-S/PG6002-S and the scanning devise label counting table.

##### TAD PGS Inc / Safran Inflight Innovations

##### Manufacturing Technician 06/2019 – 12/2019

##### Garden Grove CA 92845

##### (714) 230-2810

* Performs a range of skilled repetitive mechanical and/or electro-mechanical assembly operations in support of production projects.
* Assembles, modifies, reworks, and/or reassembles production components utilizing drawings, pick tickets, process documentation, and/or verbal instructions;
* Prepares and utilizes basic hand tools and machines including but not limited to power screwdriver, ruler, solder iron, clamp machine, heat gun, vise, solder pots, crimpers, pinning machine, and automatic wire stripers; Identifies wires with use of basic color code sequence;
* Participates in continuous improvement and team building activities; Maintains productive working relationships with all team members; Participates in first time production runs of new products;
* Possesses and maintains thorough knowledge of all applicable safety rules and regulations;
* Performs clean up, and tool inventory activities; Performs other duties as assigned by manager.
* Obtain the assembly kits from the stock room personnel. Verify the physical contents of the assembly kit to the Pick List paperwork provided with the Shop Order. Advise the stock room personnel of any discrepancies found and requests corrections to the issued materials.
* Assemble items in accordance with company drawings and assembly instructions, following the steps (in order) as outlined in the provided Shop Order routing.
* The Manufacturing Technician indicates completion of each routing step by initialing before starting the subsequent assembly step.
* Test each assembly as required by the Shop Order routing, following the Acceptance Test Procedure (ATP) noted in the routing or Assembly Instruction, using equipment described in the ATP.
* Record the test results, complete, print & save the required test results.
* Package the completed assembly using provided packaging or packages such that assembly is packaged safely for storage, according to ESD and FOD control.
* Participate in production feedback meetings, contribute in team-based production improvements and support Lean manufacturing activities.

##### PKC

##### Quality Control Inspector 03/2019 – 06/2019

##### Santa Ana CA 92704

##### (714) 556-7007

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##### Experience in AS9100D sub-tier manufacture of Cable Assemblies, Wire Harnesses, and Electro-Mechanical Assemblies environment.

* Perform Receiving Inspection. Approve incoming materials by conforming to IPC-620 / 610 requirements, engineering specifications, conducting visual and measurement tests, rejecting and returning unacceptable materials.

##### Perform First Article inspection reports compliance with engineering drawings, customer requirements, ITAR qualified. Determine work priorities and expedites workflow.

* Issue Quality Notification Report for non-conformance products.
* Accurately record process documentation. Document and update inspection results by completing reports and logs.
* Able to effectively communicate and train new employees and continually assist them in the performance of duties.
* Comply with all safety requirements including; manufacturing and quality practices and procedures, standard operating procedures, and quality documentation.
* Ability to read, interpret blueprints, follow all work instructions, engineering drawings, and test procedures.
* Basic measurement skills using a variety of hand tools and electronic equipment such as rulers, scales, gauge, micrometers, calipers, multi-ohm-volt meter, and similar items.
* Good analytical skills including the ability to identify potential problems. Good written and oral communication skills; Ability to communicate effectively and project a professional image when giving and taking information in writing and in person.

##### Refer problems or concerns to management, advice manager of training, equipment needs, and opportunities for improvement.

##### Ultimate Staffing Services / Edwards Lifesciences

##### Quality Control Inspector 05/2017 – 10/2018

##### Irvine, CA 92614

##### (949) 250-3511

* Assesses devices in-process and upon completion to ensure regulatory and company guidelines have been met. Devices meet operational standards as designed.
* Perform visual, dimensional, and functional inspection of components and/or finished medical device products using a wide variety of tools and equipment such as magnifying lamp, microscope, vision inspection system, etc. to ensure conformance with design specifications
* Perform functional testing of finished medical device products using both automated and manual valve testing equipment to ensure conformance with design specifications
* Review, follow and perform job functions in compliance with established work instructions and adherence with SOPs, including recording traceable information on device history records and may enter information into JDE.
* Perform verification of manufacturing documents with component and device drawings
* Control inventory to ensure appropriate storage conditions and movement
* Training colleagues from other sites, including inspection of their work output
* Ability to use applicable tools and equipment, hand-eye coordination, and high manual dexterity
* Basic level of understanding of inspection procedures
* Ability to effectively provide and accept feedback from colleagues
* Good communication skills; able to read, comprehend, speak, and write English.
* Basic computer skills. Strict attention to details.
* Adhere to Edwards Environmental Health and Safety and Quality guidelines as they relate to department clean room medical device manufacturing.
* Work in a team environment; able to work with minimum supervision.

##### Zodiac Water & Waste Aero Systems

##### Receiving Quality Inspector 2013 - 2017

##### Carson, CA 90746

##### (310) 884-7000

* Inspection of incoming products to ensure proper paperwork is received and parts conform to specification, engineering and purchase order.
* Interprets and reads engineering drawings, company, and customers specifications to ensure accurate part manufacturing.
* Measure and document dimensions of products to verify conformance to drawing or specification using measuring instruments such as rulers, calipers, gauge pins, micrometers, protractors, optical comparator.
* Communicates with engineers, customers, quality assurances, and suppliers to resolve inspection discrepancies.
* Record product inspection results, complete the documentation, perform data entry and transactions by using in-house ERP/MRP system
* Reject and document products, materials, and equipment not meeting specifications
* Performs First Article Inspection reports
* Inspects sub-assemblies used in the construction of aircraft interiors and all final products prior to shipment.
* Inspection of electronic equipment with its sub-assemblies like circuit cards, power supplies, wire harnesses, chassis assemblies, final unit assemblies for compliance with engineering drawings, customer requirements, FAA, ISO, and other regulatory agency requirements.
* Familiar with assembly methods and processes of electronic units in an ISO-9001 / AS9100 manufacturing environment.

UnitedHealth Group

**Desktop Support 2010 – 2012**

Buena Park, CA 90620

(714) 562-0593

* Closed 95% of trouble tickets on the first call without escalation.
* Commended for quickly resolving complex issues including system crashes, network slowdowns, connectivity problems, security breaches, virus infections and more.
* Achieved a user satisfaction rating of 4.9/5.0 (14% higher than average); consistently logged and monitored ticket status to ensure fast, quality resolution of every issue.
* Set up secure WiFi, LAN and VoIP networks at remote locations, leading client/server configuration and performance-tuning of crucial infrastructure to ensure seamless business operations.
* Cut incident callback rate by 12%; used technical, analytical and communication skills to accurately identify user needs and provide effective solutions.
* Ensured quick resolution of user concerns and escalated more complicated issues to helpdesk managers.

**EDUCATION**

* Bachelor of Science, Computer Science, CSU Fullerton, Fullerton, CA

* Completed A+, N+, Cisco Network courses