

# Munro Ross

Carterton

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## Employment History

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### Technical Support Engineer, Oxford Instruments NanoScience, Abingdon

*(August 2023 – Present)*

This role involves providing technical support to customer enquiries for NanoScience technologies. It also involves supporting global field service activities. Daily responsibilities include:

- Managing and maintaining the Help Desk through customer and team responses, recording all issues and actively managing tickets.
- Managing global escalated tickets for each region to resolve in a timely manner.
- Building, managing and maintaining a technical repository using information from resolved issues to support FAQ's, Field Service Visits and Customers.
- Liaising with internal and external departments and suppliers, such as Software Engineering and Design Office, to improve processes and products for service activities.

### Test and Installation Engineer, ICEoxford Ltd, Witney

*(July 2021 – June 2023)*

This role involved operation, commission, and installation of both WET and DRY (cryogen free) low temperature systems. Daily responsibilities included:

- Operating systems for test and R&D purposes, including but not limited to conducting nitrogen and helium fills, leak checking, data collection, diagnosing issues and operation of superconducting magnets and high current probes.
- Logging and analysis of system test data using tools such as excel and python with emphasis on meeting customer specifications.
- Communication of relevant test data to the wider engineering team, designed to promote improved efficiency for diagnosing future system faults.
- Organisation and management of test processes for a wide range of systems ensuring that deadlines and budgets are met.
- Conduction of system installations for customers both on site and remote including assembly, training on system operation and post install support.

### Production Quality Lead, Target Healthcare Limited, Luton

*(August 2020 – July 2021)*

This role involved ensuring clear communication between the Quality department and the Production department. Other responsibilities included:

- Identification of potential quality issues with manufacturing process, equipment, and personnel. Resolving these issues promptly and communicating them to the production manager and quality department for review.
- Promoting good practice within the production team with strong leadership.
- Ensuring documentation, logbooks and training records were filled out correctly to GMP and GDP standards.

### Production Technician, Target Healthcare Limited, Luton

*(January 2019 – August 2020)*

## Education

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### University of Essex, Essex

*(October 2023 – October 2025)*

Data Science (MSc) – In Progress

**Modules Include:** The Data Professional, Numerical Analysis, Deciphering Big Data, Visualising Data, Machine Learning, Research Methods and Professional Practice and MSc Computing Project.

### Royal Holloway University of London, Surrey

*(September 2015 – July 2018)*

Physics (BSc Hons) – grade – 3rd

### Palmer's College, Essex

*(September 2013 – June 2015)*

A-levels: Maths – B | Physics – C | Chemistry – D | AS Electronics - A

## Key skills

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### Leadership

- In the roles of Production Quality Lead and as an Experienced Engineer at ICEoxford, I was involved in teaching newer staff the skills needed for different types of production processes. This also meant organising staff training, ensuring quality standards were upheld and providing guidance when needed.

### Time Management

- Being Production Quality Lead and being involved in the manufacture of the medicines at Target meant time and tasks must be managed effectively. It involved knowing which tasks to prioritise as well as keeping track of multiple tasks at a time.

### Effective communication

- As Test and Installation engineer at ICEoxford, clear communication was needed between the Project Engineers and Test Engineers to ensure customer requirements were met, and the specifications of a system were tested to the best standard possible. Clear communication was also needed between the Test Engineers and Customers with regards to planning installations, training on system operation and providing remote support. This was achieved in person, through customer calls, or through email.

### Teamwork

- Teamwork was a big part of working as a Test and Installation engineer, the production team all worked together to make sure systems flowed through the production line efficiently and deadlines were met. This involved constant communication between staff as well as assisting with other people's workloads when needed.

### IT & technology

- Competent using various software technologies such as: Microsoft 365, Excel, Python, R, SQL, TensorFlow, Scikit Learn, Pandas, NumPy and Visualisation packages.

## References

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References are available upon request.