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**Test – Field Service Engineer**

*Success leading technical, manufacturing, test and field service engineering skills for high-profile organizations*

A fast learner Electronics and Communications Engineer with strong problem-solving skill. 19 years of repetitive success and **developed expertise in the installation, operation, preventative and corrective maintenance, onsite and offsite troubleshooting and repair, calibration and upgrade of electro-mechanic equipment** in accordance with instituted procedures and guidelines while maintaining timely respond with the focus of delivering highly technical support to customer and within internal organization. Result oriented and in possession of a curious mind, ensuring client satisfaction with a drive to see the solution work during field visits and dispatches.

Highlights of Expertise

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| * Equipment Installation and Qualification * Equipment Troubleshooting and Repair * Preventative and Corrective Maintenance * Analytical and Problem-Solving * Equipment Calibration * Equipment Hardware & Software Upgrade * Equipment operation and training * Health & Safety Policies * Web Development (HTML, CSS & Javascript) | * Lean Manufacturing & Cost Reduction * Manufacturing Continuous Improvement * Team Leadership & Interpersonal Skills * Workflow Planning & Optimisation * Software debugging / High Computer skill * Minitab, data analysis and presentation skill * Microsoft Office, SAP, PeopleSoft, MS Access * Authoring Engineering Procedures * Excellent customer and peer service skill |

**Career Experience**

**SENIOR TEST ENGINEER** | **Cognex Corporation**

238A Thomson Road, #13-01/02 Novena Square Tower A, Singapore 307684

Mar 2014 to Present

Cognex is the world leader in providing vision systems, sensors and industrial barcode readers utilized in manufacturing automation. Reporting to the Engineering Manager, I am assigned autonomously providing high-quality field service support to the day to day operation of our test equipment.

**Key Responsibilities:**

* Perform all the field service work for 89 network-connected and computer controlled electro-mechanical test equipment and 36 label printers deployed at our contract manufacturer in Batam, Indonesia.
* Perfected equipment installation and qualification within 1 shift (8 hours), KPI target = 2 days
* Respond to a monthly average of 60 field service request and conduct onsite/remote update, troubleshooting and repair on test equipment and label printers.
* Perform preventative and corrective maintenance and equipment calibration.
* Perform equipment software and hardware upgrade
* Prepare and send prompt technical reports and proposals; record, maintain and share repair history documentation. Ensure all operations are compliant with Cognex specifications.
* Provide training and procedures to Engineers, technicians and operators about equipment operation
* Oversee the sourcing, supply, and maintenance of service parts inventory and manufacturing jig fabrication for CM use.
* Act as the primary point of contact between the US Engineering, Cork, Ireland Programme/Project Managers, suppliers and CM, with a focus on providing technical support for problem resolution of equipment and product issues.
* Acquire and maintain spare parts.

**Key Achievements:**

* Executed preventative maintenance programs, which included establishing of policies, leading to reduced downtime by 67%.
* Established the “Test Equipment Commissioning Procedure” defining the test plans for equipment and product qualifications. Target of equipment setup within 8 hours (KPI target = 2 days) and a minimum of 80% GR&R grade.
* Established the “Test Program Qualification Procedure” targeting new program release in 1 day.
* Accomplished a reduced equipment troubleshooting TAT by an average of 2.5 hours in 2018 from the previous rate of 6.83 hours.
* Remodelled the lens gripper in focus testing to reduce the focus failure from 4.3% to 1%.
* Redesigned the focus and final test nest of DM262 modular and high-end models that resulted in increased unit per hour (UPH) by 105% and 128% at focus test and final test respectively.
* Increased DM60 UPH by 21% thru computer hardware upgrade and test parameter tweaks
* Qualified multiple production jig fabrication suppliers, and successfully attained a 20% lower jig fabrication cost.
* Test data analysis and utilize Minitab software to analyse and propose a solution, resulting in the approval of the proposed 26 software and four hardware modifications which targeted to resolve production issues in Cognex.
* Analysed test data, executed and qualified new test program as a member of Kestrel Laser Aimer Red-X Project, and achieved US$55K savings, leading to being awarded a Red-X Apprentice Certification in Cognex USA.
* Utilize Web Development knowledge to put the equipment downtime encountered in database. It’s locally accessible and target to educate the technician supporting the line.

**SENIOR TEST ENGINEER |** **PT. Sanmina**, Muka Kuning, Batam, Indonesia

January 2013 to March 2014

Pt. Sanmina is an EMS that manufactures Printed Circuit Board Assembly (PCBA) to Box build products. Reported to test Engineering Manager, appointed to lead three Engineers and 27 Technicians whose responsibility was the delivery of 24/7 support which includes setup, qualification, preventative maintenance, calibration and troubleshooting and repair of equipment on three floors of test operation.

**Key Responsibilities:**

* Similar job description in Pt. PCI Elektronik Internasional

**Key Achievements:**

* Converted the HDD on 5DX machines from SCSI to SATA in Sanmina and achieved US$3055 annual costs savings in HDD consumption.
* Implemented the paperless and database driven ICT failure diagnosis protocol in Sanmina, earning annual revenue of US$5000.
* Spearheaded the qualification of multiple test pin vendors, resulting to US$3900 in annual cost savings.

**LEAD TEST ENGINEER |** **PT. PCI Elektronik** Internasional, Muka Kuning, Batam, Indonesia

August 2005 to January 2013

PT. PCI is an EMS company that designs and manufactures PCBA to box build solutions for customers from the automotive, industrial weighing scales, household appliances, fitness equipment, and medical products industries. Reported to the Engineering Manager; Supervised Two-Test Engineers and 12 Technicians to support 24/7 production test operation; Managed one Debug Engineer and 15 Technicians who were assigned the responsibility of repairing defective printed circuit boards.

**Key Responsibilities:**

* Ensured efficient equipment management including installation, qualification, preventive maintenance, hardware and software upgrade, calibration, as well as troubleshooting and repair of test equipment.
* Product testing, failure analyses, and repair
* Prepare and send prompt technical engineering reports and proposals; record, maintain and share repair history documentation. Ensure all operations are compliant with customer’s strict regulatory requirements.
* Train employees for the operation and maintenance of test equipment to ensure consistent implementation and to enhance productivity.
* Organized and officiated tactical meetings with the subordinates, in addition to liaising with customers and colleagues to address equipment and product-related requirements.
* Monitor and improve test and production processes.
* Participate in production line design setup, compute machine capacity
* Investigate the root cause of production line issues, evaluated and recommended solutions to production line issues and test equipment utilization and planning.
* Research of new innovative technologies for process improvements
* Dispatched for product transfer and to resolve equipment and product issues in different customer sites (USA and China) and overseas equipment training (Singapore).

**Key Achievements:**

* Oversaw the establishment of the system which accurately identified the cause of product failure. The system resulted in US$16K annual saving and led to the accomplishment of Lean Six Sigma Green Belt Certification (LSGB-SI-32032-C).
* Oversaw successful qualification of multiple test pin vendors, achieving US$3500 in annual cost savings.
* Developed the method to repair the Teradyne in-circuit tester relay cards, and achieved S$1900 savings per relay card.
* Led the qualification of multiple equipment calibration suppliers, and reduced the external calibration cost by US$5000 per year.
* Used my computer programming skills and MS Access to develop a barcode scanning program that is capable to check the part number format and serial number duplication.
* Dispatched for product transfer and to resolve equipment and product issues in different customer sites (USA and China) and overseas training (Singapore and USA).
* Authored numerous Test Engineering System and Work Instructions (Test Equipment Buy-Off, Test Equipment History, various Test Equipment Operation and Preventive Maintenance, Software Qualification and Control, Golden Sample Qualification, and Product Failure Analysis Procedure)

Additional Experience

**Test Engineer** (Dec 2002 to Sep 2004) ▪ Samsung Electronics, Calamba Philippines

**Test Engineer** (Aug 2000 to Dec 2002) ▪ Ionics EMS Incorporated, Cabuyao, Philippines

**Education & Credentials**

Technological Institute of the Philippines, Quiapo, Manila, 1995 to 2000

**BACHELOR OF SCIENCE IN ELECTRONICS AND COMMUNICATIONS ENGINEERING**

***Technical Proficiency****:* MS. Office Suite (Access, Word, Excel, Word, PowerPoint, Visio); Windows; MacOSX; Jetbrains Dotpeek; dnSpy; Minitab. Wed Devlopment (HTML, CSS and Javascript)