

MOHAMMAD SAIFUDDIN BIN SANUSI

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Result oriented and multilingual professional with a background in customer service, data analysis, and technical industries including hydrogen fuel cells, semiconductors, and green energy.

WORK EXPERIENCE

Testing & Research Engineer | Sydrogen Energy Pte Ltd

June 2023 – Present

- Leading Gas Chromatography sample testing, creating protocols that improved data accuracy by 20%.
- Communicated test outcomes in a clear, client-friendly format to facilitate product improvement and customer satisfaction.
- Collaborated closely with **international teams to support CE certification** of hydrogen fuel cell systems, ensuring compliance and timely project delivery.

Process Engineer | Powerzone H2 Technologies Pte Ltd

Sept 2022 – June 2023

- Developed SOPs, BOMs, and managed the product development including design, manufacturing, and final packaging.
- Acted as a key liaison between suppliers, customers, and the engineering team, managing relationships with **45+ vendors** and responding to technical and commercial inquiries.
- Enhanced **customer engagement strategies** that boosted exhibition booth traffic by 30%, strengthening brand awareness.

Associate Engineer | Kulicke & Soffa Pte Ltd

June 2021 – Sept 2022

- Collaborated with quality and production departments to meet customer delivery schedules and uphold service standards.
- Assembled and tested 2 wire bond machines in under 4 hours, adhering to standard work instructions.
- Acted as a technical mentor, leading diagnostic processes on testing and calibration for machine components.

Store Manager | Long John Silver Pte Ltd

Dec 2020 – June 2021

- Oversaw daily operations of the store, including staff supervision, inventory management, and customer service.
- Led and trained a team of 12 employees to achieve sales targets and deliver excellent customer service.
- **Resolved customer complaints** efficiently, resulting in **improved customer satisfaction** and repeat business.

EDUCATION

UNIVERSITY OF MASSACHUSETTS AMHERST, USA | 2020

Bachelor of Science in Chemical Engineering

SKILLS

LANGUAGE

- **Malay (Native)** | **English (Professional)** | **Thai (Conversational)** | **Mandarin (Conversational)**

SOFTWARE

- Microsoft Office | Agile | MATLAB | C++ | Aspen | SQL | SAP | Tableau | AutoCAD | Boris