

ARIEL HUYNH

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9326 NE 143rd St
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EDUCATION

Washington State University
Major- Biology

August 2012-May 2016

EXPERIENCE

Spacelabs Healthcare, Snoqualmie, WA

Team Lead, ESC

March 2020- Present

- Monitor receiving personnel performance to ensure day-to-day operations are met.
- Responsible for documenting ECO validations, creating protocol testing and providing results to move changes into production and ensure they are properly documented.
- Responsible for executing any new hire training/re-training needed to US Field Service Engineers and to answer questions on CRM database.

Service Materials Planner

July 2018-March 2020

- Create inventory forecast and set safety stock levels for ESC through working with suppliers to fulfill buying and planning requirements for all service parts.
- Reducing inventory discrepancies by coordinating and implementing best practices in inventory controls for Equipment Service Center (ESC) and conducting cycle counts daily.
- Develop strategies to continue the workflow in the interim when there are parts shortages and communicate those parts shortages to the service team.

Equipment Service Center Administrator

November 2017-July 2018

- Communicate with customers concerning their equipment being sent in for repairs such as providing service reports, tracking numbers, and ETA of when repaired units would be shipped back.
- Run daily reports of all units in for repair, and communicate with the Service Materials Planner in regard to backordered parts
- The point of contact with OEM vendors in getting RMA numbers and when repaired units are returned to the customers.

Customer Support Representative

April 2017-Nov. 2017

- Process and maintain orders for customers and field service engineers by confirming the appropriate product part numbers.
- Provide answers to customer inquiries, i.e., order status, expected ship date, proof-of-delivery, part number, pricing, shipping information, customer account information, etc.
- Ensure that customers' questions and problems are resolved properly and quickly.

ABILITIES AND TALENTS

- Possesses computer skills; Microsoft Office Suite
- Leadership skills; exhibits good judgment
- Good communication skills and gets along with others
- Responsible; good management skills
- Able to adapt to surroundings and learn new skills efficiently
- Strong follow-through, proactive planner, can-do attitude, results oriented.