

Wai Man

Documentation Specialist - Milton Roy

Philadelphia, PA - Email me on Indeed: [indeed.com/r/Wai-Man/bab39c6f2b2a52a9](https://www.indeed.com/r/Wai-Man/bab39c6f2b2a52a9)

WORK EXPERIENCE

Application Engineer / Project Engineer

Milton Roy - Ivyland, PA - September 2014 to Present

- Reviewed customer's technical specification, including Request for Quote (RFQ). Provided advice to customers in the optimal selection and use of products in their application, generated quotes and delivery time to meet with customers' requirements.
- Oversaw project orders by working closely with manufacturing and supply chain to ensure smooth and timely transitions between departments. Compile and provide product literature and Instruction, Operation, and Maintenance (IOM) manual submittal notebooks.
- Delivered technical documentation such as dimensional drawings, Bill of Materials (BOM), pump test reports, and certificates to customer. Serve as technical documents resource for application and project engineers.
- Identified required engineering changes in product to fit customers' application; communicated with mechanical engineers to instruct appropriate modification to product or documents.
- Planned and administered time/cost saving plans to automate certificate generation process through Enterprise Resource Planning (ERP) software coding and configuration; improved the process to expedite document deliveries.
- Updated and converted pump manuals to latest software to enhance ease of editing and efficiency; revised content of manual per engineers' request and ensured information accuracy as well as format professionalism.

Documentation Specialist

Milton Roy - Ivyland, PA - March 2013 to Present

- Created and provided over 50 typical material certificates monthly for all Milton Roy Pumps such as the FCD heritage pumps, William pumps, and LINC pumps per customer request; effectively tracked each request using Microsoft Excel database. Responsible for providing documents such as Certificates of Quality and Quantity, Certificates of Conformance, and Inspection & Test Plan to personnel and customer.
- Communicated with vendors to obtain material certificates for metallic pump components; organized and maintained electronic material certificates sent by vendors in the Milton Roy's company email inbox by transferring the documents to the designated document repositories.
- Collaborated with Application Engineers to obtain documents such as Pump Hydrostatic Test and Repeatability Test in order to compile data books; identified the appropriate pump outline & cross sectional drawings according to the specification of the pump; retrieved the pump Bill of Materials from JDEdward.
- Compiled and provided physical and/or electronic data books per customer requests; responsible for the content and format of the data books ensuring professionalism and the accuracy of documents regarding pump specification.
- Maintained and reorganized the existing material certificates in archive; assisted the quality assurance project manager in devising strategy to receive documents from supplier electronically via email to improve process automation.
- Managed multiple document transmittal processes with customers effectively using Microsoft Access database to track the approval process; communicated with Application Engineers to revise format and/or contents of documents returned by customers.
- Updated and converted pump manuals to latest software to enhance ease of editing and efficiency; revised content of manual per engineers' request and ensured information accuracy as well as format professionalism.

Process Engineer

Merck & Company - West Point, PA - September 2012 to March 2013

Communicated with vendors to gather technical information and data for items categorized as Product Contact Components (PCCs); composed and revised more than 500 specifications for the PCCs complying with GMP guidelines.

- Translated and interpreted technical documents such as MSDS and validation guides received from foreign vendors in order to build the PCCs specifications.
- Designed and maintained Excel databases for a time sensitive project to effectively track project progress and improve work efficiency; updated data bases as new information is received.
- Created information request checklists to track requisition status; cooperated with the Procurement Management group to obtain overdue requested information from non-responsive vendors.
- Collaborated with the QA investigation team leader to investigate business critical production process; identified risks to the product integrity by using Root Cause Analysis.
- Generated weekly status reports for the project team leaders and director of engineering to provide project overview.

Document Control Specialist

GE Power & Water - Trevose, PA - August 2011 to September 2012

Revised and updated more than 7000 scientific documents such as procedures, specifications, protocols, and analytical methods in compliance with ISO 9001; responsible for document control using GE online electronic document management systems.

- Designed and built data form structure for two business-critical workflow processes for the GE Analytical Instrument Division and maintained the host website community.
- Provided technical support to employees regarding to the proper documentation format and other administrative issues such as flowchart construction using Microsoft Visio.
- Updated and maintained chemical material databases to ensure the integrity of vital supplier data and chemical information.
- Communicated with the document control business leader on a regular basis to provide project overviews and status updates.
- Assisted personnel with organization and uploading of documents in GE electronic document management systems.

Bioanalytical Chemist/Laboratory Technician

S. Sheridan Street - Philadelphia, PA - April 2010 to September 2010

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LABORATORY EXPERIENCE

Sanofi-Aventis, In vitro Department Malvern, PA

Bioanalytical Chemist/Laboratory Technician April 2010 - September 2010

- Analyzed samples in In-vitro environment using robotics and GC/MS for metabolism studies; conducted instrumental analysis using FT-IR, NMR, and XRD to investigate chemical and physical properties of developmental drugs.
- Synthesized standards following standard operating procedure and GLP guidelines; maintained laboratory environment by instrument calibration and experimental solution preparation.
- Compiled experimental data in laboratory notebook for data interpretation; presented reports regarding experimental results to group members on a weekly basis.
- Collaborated with project team leader in researching cost-saving methods to effectively improve experimental efficiency and results.
- Provided project support for team members by maintaining laboratory environment, restocking inventory, assisting with data entry, word processing and proofreading.

Analytical Chemist

City of Philadelphia, Department of Public Health - Philadelphia, PA - April 2009 to September 2009

Performed air quality testing by collecting air monitoring cartridges from different sites; eluted air samples from cartridges using the Solid Phase Extraction method.

- Conducted HPLC instrumental analysis on extracted samples and interpreted data using specialist software to ensure pollutant level is within safety limit.
- Prepared and spiked air monitoring cartridges by assigning appropriate number; packaged cartridges in transportation boxes for shipment to different sites to collect air samples.
- Received and organized air samples from air collection sites by time and location for storage and further analysis; recorded each batch in the laboratory inventory.
- Responsible for other laboratory duties such as creating experimental standards and mobile phases, restocking reagents, maintaining cleanliness, and other specific analysis.

Intern Biochemist

University of Pennsylvania - Philadelphia, PA - June 2005 to August 2005

Collaborated with Program Director to design experiments to measure iron uptake in yeast *Candida Albicans*; consulted with research team members for experimental planning.

- Constructed plasmid by DNA cloning to measure regulation of gene expression; performed Gel Electrophoresis to separate proteins in DNA.
- Duplicated DNA responsible for iron uptake using Polymerase Chain Reaction; analyzed iron regulated gene promoters in yeast using enzyme reporter assay.
- Compiled experimental data in laboratory notebook and shared results with Program Director to strategize the next step of the analysis.
- Composed and published reports with experimental results to American Chemical Society; presented research at the ACS project SEED symposium at Rider University, NJ.

EDUCATION

Bachelor of Science in Chemistry

Drexel University - Philadelphia, PA

June 2011

ADDITIONAL INFORMATION

- Detail oriented and efficient at task management. Noted for excellence in providing accurate information to clients and ensuring documents quality compliance, handling multiple projects and meeting aggressive deadlines.
- Experienced in providing technical support for clients. Well-versed in handling technical documents such as product manual, technical drawing, certificates, SOPs, BOM, and specification.
- Highly adaptive and analytical. Able to quickly familiarize a product line, and utilize different types of complex software in a short period of time using critical problem solving skills to deliver high quality result.
- Strong communication skills. Proven ability to present and exchange ideas to personnel and assist teams to overcome obstacles and achieve goals.
- Professional background in technical industries and manufacturing, with strong scientific knowledge and principles. Extended experience with GMP and ISO guide lines.

LABORATORY SKILLS

Instrumental Analysis: Gas Chromatography-Mass Spectrometry (GC/MS), High-Performance Liquid Chromatography (HPLC), Fourier Transform Infrared Spectroscopy (FT-IR), Raman Spectroscopy, UV/VIS

Spectroscopy, Scanning Electron Microscope (SEM), Nuclear Magnetic Resonance (NMR), X-Ray Diffraction Spectroscopy (XRD)

Technical Software: ChemSketch, HyperChem, PASW Statistic 18, Maple14, AutoCAD, Solidworks

SKILLS

Computer Software: Microsoft Office [...] Microsoft Access, Microsoft Visio, Adobe Acrobat, Nuance, SAP, JDEdward, Adept

Languages: Chinese (Cantonese, Mandarin), Japanese