

Henry Yeh

Work Experience

NVIDIA

Nov 2012 – Mar 2016: **Software Program Manager**

Responsibility:

- Interface with key OEM / ODMs on software requirements, schedule, issue/resolution, releases
- Drive OEM/Customer issues within NVIDIA's software engineering team
- Provide technical feedback to the OEMs regarding the resolution of their issues
- Drive OEM/Customer software priorities within NVIDIA, and champion the OEM within NVIDIA's software engineering team
- Ensure that the OEM's experience with the NVIDIA software team adds value to their overall relationship with NVIDIA

Key project & accomplishment:

- Successful Dell Mobile Precision NB Launching
 - M7710, M7510, M6800, M4800
- Successful Dell Latitude NB Launching
 - Latitude 3560/3550/3470/3460/3450
 - Latitude E7450/ E6530/E6430/E5550/E5540/E5450/E5440
- Successful HP Consumer NB Launching
 - HP Pavilion NB, HP Envy NB, HP Omen/Omen Pro NB

HTC

May 2010 – Jan 2012: **Principle Engineer (Program Manager)**

Responsibility:

- Lead the Microsoft Task Force inside HTC SSD (System Software Development).
Tasks include:
 - Define new project plan by collaborating with teams across various divisions inside HTC
 - Communicate project plan to Microsoft and ensure the plan can be conducted properly.
 - Review and prioritize issues reported by HTC system software teams. Issues include software defects, feature request, change request.
 - Define issue handling process to facilitate the progress of issue resolution.
 - Drive Microsoft team to ensure issues can be resolved effectively by corresponding milestones.
 - Conduct the Windows Phone Qualification process and ensure all HTC phones get certificate.
 - Collaborate with various teams to secure the product launch schedule.
 - Establish software update plan after product released.
 - Plan and host technical workshops between Microsoft and HTC.
 - Conduct postmortem meetings and improve working process between Microsoft and HTC.

Key project & accomplishment:

- Successful Windows Phone 7 Launching
 - HTC Surround, HTC 7 Pro, HTC 7 Trophy, HTC 7 Mozart, HTC HD 7, HTC Titan

NXP Software

July 2007 – April 2010: **Technical Marketing Manager**

Responsibility:

- Create new business opportunities by introducing Multimedia software solutions that fit current & potential customer needs.
- Communicate product technical specifications and value propositions to customers
- Take a leading role in engaging product line, customer support for project preparation
- Pre-sales project management including:
 - requirements discussion (technical workshop/meeting/conf. call)
 - demo porting management (delivery & schedule control, issue tracking, support coordination, demonstration)
 - SOW creation (requirements, activities, deliverables, effort estimation, schedule planning)
 - Project transferring to Post-sales(FAE) team after SOW signing.
- Provide technical consultation to local support engineers as well as customers until project is closed.

July 2005 – July 2007: **Sr. Software Support Engineer**

Responsibility:

- Manage various types of technical support requests from the customer such as Information requests, Change Requests and Problem Reports. The customers include most of the ODM/OEM in Taiwan: HTC, ASUS, Acer, Compal, Quanta, Qisda, and FIH.
- Validation of problems reported by the customer and assess the priorities
- Problem solving by optimum use of existing local resources (**I was the only technical engineer from 2005 to 2007**) and provide whenever possible immediate answer to customer requests.
- Work with customers on integrating Multimedia software on their platform.
- Interface within NXP Software with the European and China support teams
- Communicate regular status and progress within NXP Software as well as with the customer
- Provide complete technical support until the request is closed

Key project & accomplishment:

- **Solely responsible for technical integration and support on:**
 - Motorola W375 series. Resulting in more than 20 million unit shipments
 - HTC phones including HTC P3350, DoPod M700, HTC P3400, HTC P5500, HTC S730 and HTC Touch Cruise.
 - HP phones including iPAQ512, iPAQ rw6828 and 6818.
 - BenQ EF51, S88 and M7.
 - Acer PDA phones.

Wistron

Jan. 2002 – Oct. 2004 : **Sr. Software Engineer**

Responsibility:

- Design & develop networking and mobile applications
 - Lead a R&D team to accomplish mobile phone software projects
 - Project management and coordination.
 - Provide technical communication and presentation to customers
 - Define and establish mobile phone MMI specifications with customers
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Acer

July 2000 – Dec. 2001 : **OS Certification Engineer**

Responsibility:

- Conduct Microsoft OS certification test and technical consultation during product design phase.
- Work with various teams to define the project plan
- Resolve project issues related to Microsoft OS certification.
- Coordinate certification process/issues between Acer and Microsoft WHQL team

Education

Apr. 2012 – Sep. 2012	UCSD Extension	San Diego, CA
Certificate for Software Engineering Management		

Jan. 2005 – June 2005	San Diego State University	San Diego CA
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Completion of American Language Institute ESL program

Oct. 2004 – Jan. 2005	Project Solutions International Group	Taipei, Taiwan
Certificate of Project Management Program		

Sep. 1996 – June 1998	Fu-Jen Catholic University	Taipei, Taiwan
Master of Science degree in Computer Engineering		

Sep. 1992 – June 1996	Chung Yuan Christian University	Chung Li, Taiwan
Bachelor of Science degree in Computer Engineering		

Professional Skills

Program/Project Management

Communication and technical presentation skills

Customer Support

Software Development – mobile, embedded, multimedia, Web development

Programming Language—C/C++, JAVA, Python, HTML5, CSS3, Java Script

Telecommunications

Product Certificate

Mandarin/Chinese