Hugh Li
Support Engineer

Portfolio

Contact

hugh.li.ext@siemens.com

Skills

CMD
Linux
RDBMS
Scraping
AI fine-tuning
Data analysis
Cybersecurity

Languages

Chinese
English
Japanese

Profile

- Master's degree in Information Management, STUST
- Exchange program at Ritsumeikan University
- Fluent in Chinese, Japanese, and English
- Adaptable and experienced in cross-cultural collaboration
- Strong logical thinking and execution skills

Experience

Support Engineer - Full time

Siemens, Taipei, Taiwan
May 2025 – Now

Digital service
- Deployed BX software including Building Edge, Critical Space Monitoring, 360, and Gateway X200/300
- Maintained remote access system cRSP
- Managed and maintained EVOKO meeting room system
- Maintained LINE alert system
- Deployed AI BOX

Product Support Engineer - Full time

Genie Networks, Taipei, Taiwan
Dec 2023 – Apr 2025

Cybersecurity
- Exceeded annual task requests by 100%
- Collaborated with RD, PM, QC, and BU
- Strong communication and customer-focused
- Diagnosed defects and resolved issues
- Created documentation, training materials, and FAQs

Japanese Translator - Contract

Carim Engineering, Tainan, Taiwan
Jan 2021 - Oct 2021

Precision transportation
- Instant Translation
- Assisted Japanese supervisors

Education

Southern Taiwan University of Science and Technology STUST
Master of Science in Information Management
- Exchange program at Ritsumeikan University, Japan
- Attended national academic network refererence
- GPA: 3.98/4.3