



Weicheng, Li

(Hugh, Li)

Support Engineer

Profile

- Fluent in Chinese, Japanese, and English
- Adaptable and experienced in cross-cultural collaboration
- Strong logical thinking and execution skills

Portfolio

Contact

hugh.li.ext@siemens.com

Skills

CMD

Linux

RDBMS

Scraping

AI fine-tuning
(DL & ML)

Data analysis

Cybersecurity

Languages

Chinese

English

Japanese

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
- ISO 27001 Auditor (Expected August 2025)

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

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

2021 - 2023

Master of Science in Information Management

- Attended national academic network reference
- Exchange program at Ritsumeikan University
- GPA: 3.98/4.3