JAMES J. MITCHELL

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Engineer with 20 years experience in project management and strong technical acumen. Proven problem solver with a track record of rectifying complex issues on short timelines involving important partners. Extensive knowledge of high vacuum base systems, electron/ion beam equipment, computers, network, mechanics, pneumatics, gas delivery system and robotics. Significant team management and training experience.

PROFESSIONAL EXPERIENCE

**applied materials** Fishkill, NY

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| *Field Service and Customer Service Engineer* | March 2007 – Present |

Responsible for the installation, upgrade, troubleshooting and maintenance (corrective and preventive) of scanning electron microscope equipment used in semiconductor manufacturing. Provide customer service at locations in the US, including interaction with customer senior management. Participate in annual worldwide conference of select employees to brainstorm new approaches to company problems. Act as lead of special response team for high level customer repair issues. Work directly with factory personnel to obtain feedback on product issues and to address customer concerns. Tracked fail rates and failure root causes in order to alleviate production issues. Managed long term test processes on new products. Served as regional team lead for customer service engineers. Ran training programs for employees on new programs and best practices. Provide process and design improvements on new and existing company products, including maintenance and repair protocols.

**ASML** Wilton, CT

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| *Project Manager* | May 2005 – March 2007 |

Responsible for the planning, layout, and supervision of semiconductor equipment installations at customer facilities. Facilitated resolution of installation logistics. Designed and implemented installation protocols. Created custom solutions to adapt equipment for use in special use facilities. Ran training programs for employees on new programs and best practices. Worked with customer facilities planning departments to optimize plant design for new products. Designed floor plan layouts for new and existing products. Advised project engineering team on the development of new product lines and improving current products. Interfaced directly with customer senior management, project managers on installation projects. Managed contractors and employee team of ten engineers.

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| *Senior Installation Engineer* | December 1995 – May 2005 |

Responsible for the construction and installation of lithographic equipment at customer sites worldwide. Prepared documentation and customer materials for new product lines. Responsible for troubleshooting high level issues at customer sites. Worked concurrently with the manufacturing line to implement new product lines. Frequently asked to perform high level repair on short deadlines at customer sites around the world. Trained new employees and vendors in tool maintenance and troubleshooting. Provided troubleshooting and logistical support to ongoing installations in the field. Served as knowledge resource for teams in remote locations. Worked directly with technicians and managers to design and implement process improvement. Exceeded on time deliverables of installations by 50% over goal. Manage facility issues throughout the plant.

**Westinghouse Norden Systems,** Norwalk, CT

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| *Co-Op Engineer* | January 1994 – June 1994 |

Performed environmental testing including destructive and nondestructive vibration testing, thermal testing, thermal shock testing, and other related tests for consumer and military technology. Proposed design changes to eliminate product flaws. Presented test results to senior management and proposed additional testing activities.

**COMPUTER SKILLS:** Microsoft Office, AutoCAD, SAP, UNIX

**EDUCATION**

##### MANHATTAN COLLEGE, Riverdale, NY

*Bachelor of Science, Mechanical Engineering*, 1995