

MECHANICAL DESIGNER/SR. GLOBAL PRODUCT SUPPORT ENGINEER/PROJECT MANAGER
Profile

Results-driven Mechanical Engineer with solid product engineering and QA experience.

Skills

Oscilloscope/DVM, Probers, Probe cards, Probe Stations, Emission Microscope.

Technology:

SolidWorks, PDMworks, AutoCAD, OrCAD, pc/MRP, MathCAD, MS NAV, MS Office, MS Project, MS Visio, Adobe Photoshop.

Heat transfer, Finite Element Analysis, stress analysis and system integration.

Professional Experience

Mechanical Designer/Sr. Global Product Support Engineer/Project Manager 12/2012 to 08/2015 Del Grande Dealer Group Vallejo , CA

- Created and managed the technical documents, generated part numbers, processed the ECOs, posted the documents into Enterprise Wizard to support the field operations of ELITE and TriVision products.
- Designed the 3D mechanical models (entire systems, enclosures, fixtures, machine parts - large and tiny.) with SolidWorks and tested and qualified prototypes to align the particular projects.
- Implemented designs from multiple disciplines (PCB, Lasers, Electrical, Optical, etc.).
- Participated in the integration of mechanical/electrical/optical subsystems, assisting with debugging and performance optimization.
- Coordinated communication and resolution of critical customer issues between the customer, Sales and Engineering teams Managed the design projects timely, precisely and financially.
- Coordinated internal design team and the outside vendors and managed the outsources.
- Planned the solution processes to support the field resolving product issues and escalations.
- Supported the sales representatives and product manager for the product sales.

Product Specialist 06/2011 to 12/2012 Circle K Stores, Inc. Powell , OH

- Designed, CAD modeled, documented of parts for manufacturing process.
- Reviewed production schedules and engineering specifications to obtain knowledge of manufacturing procedures and timelines for product development of emission microscope systems; and scheduled resources and aligned build plans to make shipping on time.
- Scheduled resources and aligned the build plan for on-time delivery and cost containment.
- Took ownership for documentation of C of C's, MTRs, NCRs, BOMs, ECOs and drawings for production efficiencies.
- Manufactured, tested and inspected the TriVision and Meridian systems from the ground up to shipping.
- Supported the customer services group to resolve the issues of the systems.
- Installed and repaired the systems on the customers' sites to ensure the systems work properly.
- Performed general receiving inspection, in-process, and final inspection of product, packaging and labeling to ensure the shipping quality.

Store Assistant Manager 04/2010 to 06/2011 Kord Technologies Reston , VA

- Directed and supervised employees engaged in sales, inventory-taking, reconciling cash receipts, or in performing services for customers.
- Monitored sales activities and authorize merchandise returns to ensure that customers receive satisfactory service and quality goods.
- Hired, trained, and evaluated personnels in sales or marketing establishments, promoting or firing workers when appropriate.
- Assigned employees to specific duties to remain the store in a good shape.
- Enforced safety, health, and security rules.
- Examined merchandise to ensure that it is correctly priced and displayed and that it functions as advertised.
- Provided customer service by greeting and assisting customers, and responding to customer inquiries and complaints.

Mechanical Engineer/Manufacturing Engineer 01/1996 to 02/2008 Credence Systems/Hypervision City , STATE

- Designed, CAD modeled, documented of parts for manufacturing process.
- Scheduled resources and aligned the build plan for on-time delivery and cost containment.
- Took ownership for documentation of C of C's, MTRs, NCRs, BOMs, ECOs and drawings for production efficiencies.
- Initiated and supported outsourcing of sub-assemblies for cost savings.
- Identified and implemented cost reduction, quality, safety and ergonomic improvement ideas.
- Manufactured, tested and inspected the TriVision and Meridian systems from the ground up to shipping.
- Supported the customer services group to resolve the issues of the systems.
- Installed and repaired the systems on the customers' sites to ensure the systems work properly.
- Developed manufacturing processes, procedures, tools and techniques to assure products' quality.
- Reviewed production schedules and engineering specifications to obtain knowledge of manufacturing procedures and timelines for product

development of emission microscope systems; and scheduled resources and aligned build plans to make shipping on time.

Systems Engineer 12/1992 to 01/1996 Hi-Tech USA City , STATE

- Consulted customers component selection, made recommendations according to their needs and responded customer/client requests or inquiries concerning services, products, billing, equipment, claims, and reported problem areas.
- Managed entire sales process from prospecting through close to make sure the sales flawlessly.
- Provided integration, testing, inspection, and troubleshooting from PC systems and workstations.
- Tested, recommended and repaired PC boards.
- Assured and controlled the quality and reliability of PC systems and workstations.
- Provided support to executive level end users in a Windows environment by daily service activities while ensuring the smooth operations.
- Maintained problem-reporting information to help identify root causes of problems and related solutions.
- Implemented corrective solutions including off-site repair for remote users as needed.
- Installed, configured, tested, and troubleshot end-user workstations and laptops and related hardware and software in order to deliver required desktop and top service levels.

Education and Training

Bachelor Degree of Science : Mechanical Engineering Mechanical Design San Francisco State University City , State Mechanical Engineering Mechanical Design

Languages

Bilingual - English/Chinese (Mandarin and Cantonese).

Skills

3D, Adobe Photoshop, AutoCAD, billing, C, CAD, Cantonese, cash receipts, Chinese, Good communication skills, hardware, cost reduction, client, customer services, customer service, debugging, delivery, documentation, Bilingual - English, firing, inspection, inventory, laptops, listening, Mandarin, manufacturing process, manufacturing processes, marketing, MathCAD, mechanical, MECHANICAL ENGINEER, Meridian, MS Office, MS Project, Windows, MRP, Enterprise, optimization, OrCAD, Oscilloscope, packaging, PC systems, processes, product development, product manager, quality, receiving, reconciling, reporting, safety, sales, Sales and Engineering, shipping, SolidWorks, system integration, troubleshooting, Visio, written