

RESUME: Mr. Shih, Yu Cheng aka. Michael

ACADEMIC QUALIFICATIONS

Sept 2001 ~ June 2004, Management Information System, Tatung University, Taiwan

Sept 1996 ~ June 1999, Business Management, Dong Fang E&B Vocational High school, Taiwan

OTHER TRAINING

2007 Courses in RADVISION

2007 SIP on embedded system (uClinux)

2011 TPIPAS PI Administrator(TPIPAS-C00184:2011)

COMPUTER SKILLS

Windows Based Systems, RHEL, RHEV, uClinux, VoIP, SIP on embedded Linux, Gnu/Linux, MySQL, C/C++, Android Studio/Java, MacOSX

PERSONAL DETAILS

Nationality: Taiwanese

Language: Fluent in Mandarin, Taiwanese and English

Gender: Male

Tel No: +886 975 831 055

Email: i420cc@gmail.com

Preferred Location: Taichung City

Date Available: anytime

Position Applying for: FAE, System Engineer, MIS

Military Service: Feb 1993 ~ Feb 1995 Army

RELEVANT EXPERIENCE

Aug 2013 ~ Dec 2017, LotRich Co., Ltd. - Taiwan

Senior System Engineer

- Lottery System / Application maintenance.
- Sports Betting System / Application maintenance.

As a subsidiary to Intralot in Greek, LotRich is a supplier to both Lottery and Sports Lottery, the company provides the systems and the applications then we provide the maintenance and the services to both Windows and Linux servers, Oracle and MySQL databases, etc., and as well being the communication bridge between Taiwan customers and the Greece Team.

In our own office, introducing Google Form + FormEmailer as a problem ticket/tracking system to save money from launching other online services or production applications.

Dec 2010 ~ May 2013, AirCamel Co., Ltd. - Taiwan

Senior System Engineer

- IDC servers/networks maintenance.
- OA maintenance.
- MIS

As a MIS, introducing LibreOffice to replace MS Office, and implement TPIPAS DP-Mark for the OA environment.

As a System Engineer, Maintaining servers and networks in IDC to keep ecommerce websites running.

Troubleshooting and help desk.

Jan 2007 ~ Mar 2008, E-Soft Tech Company – Taiwan

Field Application Engineer

- Performed RADVISION products troubleshooting
- Maintain relationship between customer and supplier
- Protocol: 3G-324M, SIP, MEGACO, etc
- ProLab
- Provide solutions
- Presales, demonstration

In this position, I started with learning how to use RADVISION® ProLab, which is a lab testing tool for SIP, 3G-324M, H.323, etc, and study SIP and embedded systems at the same time. Then started working as FAE. My accounts are mainly cell phone manufacturers and network equipment

manufacturers such as HTC, ASUS, GigaByte, CHT-TL, CastleNet, ZyXEL, Arima, Amroad, MediaTek, Eten, Wistron, USI, etc. If my customers have any issues implementing our protocol to their products, I have to take the responsibility to communicate between customers and supplier, then make sure suppliers can understand customer's issues properly and also make sure customers issues can be solved in a tight schedule. And sometimes sales would take me to customers with them for demonstration and pre-sales.

**Jun 2005 ~ Aug 2006, Improve Technologies – Japan
System Engineer**

- System engineering
- OA+LAN MIS
- Linux Maintain
- Prepaid card system
- System localization
- System lead-in

I joined this company at the beginning, designed and implemented the OA environment and LAN. After the Taipei office was ready, I traveled to Tokyo Japan to learn how the prepaid card system worked. Stayed in Tokyo for 3 months to study system architecture, which was based on RHEL 3 AS, Oracle, and JAVA, and localized applications from Japanese to Chinese. Learning the business method as well. Then came back to Taipei to lead-in the system including applying IDC, purchasing hardware, OS installation, system administration, etc.

**Mar 2002 ~ Apr 2005, TSCD – Taiwan
MIS - Networking Engineer**

- PC/printer troubleshooting
- Reinstall OS
- Anti-Virus
- System maintain

Responsible for OA environment and LAN maintenance including PC and Printer. I'm very familiar with all kinds of trouble shooting such as PC virus, OS installation, printer malfunction, network disconnection, Email issues, Exchange Server issues, AD Server issues, Windows update & upgrades, firewalls, shareware issues, etc.

**Aug 1999 – Oct 2001 Seednet – Taiwan
Senior Customer Relationship specialist**

- Call center, take phone calls
- Solve networking issues for customer on phone

- Solution provider
- Both dial-up & ADSL issues

Started as a customer care specialist, took as many phone calls trying to solve customer's Internet mis-connection on the phone. Later on, when I was a senior specialist, taking care of customer complaints and taking care of new-comers became my responsibilities.