Yichen Yan (Alex)

Male, 33y
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Experience

Account Manager, Panasonic Avionics   Jan 2015 – Present

- Overseeing the connectivity service for over 200 aircrafts across airlines (CES, CSN, CXA, CHH, CCA, JAL)
- Providing accounting and operations service to the onboard connectivity systems
- Defining service procedures among airline, local service partner and the company
- Overseeing local partner's service deployment, performance and airline satisfaction
- Exploring market opportunities and driving customer needs
- Sales and program support for identifying and clarifying customer requirement

Field Engineer / Customer Rep, Panasonic Avionics   Dec 2008 – Dec 2014

- Providing airlines technical support for the operation of inflight entertainment and connectivity systems
- Facilitating communication between customer and the company
- Responsible for following through problems with HQ teams from open to closure
- Installation support for the inflight connectivity retrofits in China
- Focal for GCS (inflight connectivity) regulatory activities in China
    - Identifying customer needs
    - System setup and presentation
    - Corp. level conference support
- China focal for COMAC program at early stage
    - Technical support for RFI, RFP, SOW definition, proposal exchange
    - Core member of local regulatory team, liaising partners from Shanghai, Beijing and Chengdu
- China focal for the Airbus Tianjin FAL at early stage
    - Technical and product support to the Airbus assembly line and delivery line
    - Monitoring overall performance inclusive of spare level, response time and customer satisfaction

Web development Internship, China Cascade   Jan 2008 – Mar 2008

- Web based application development based on Google Map APIs

Education

Automation, Hohai University   Jul 2004 – Jun 2008

Professional Training

Program Management Professional (PMP)   Jun 2015 – Sep 2015

CISCO and Linux Network Workshop Dec 2007 – Aug 2008

Certification

Program Management Professional (PMP)

Red Hat Certified Engineer (RHCE)

Cisco Certified Network Associate (CCNA)

Shanghai Intermediate English Interpretation Certification

Self Assessment

I regard myself as a trustworthy partner to the customer after 10 years of servicing in customer field. Throughout my career I've received zero complaint to my personal accountability and constantly ranked among the top in performance appraisals.