

## PERSONAL PARTICULARS

**Name: Luo HuaZhen**

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## OBJECTIVE

Seeking a challenging engineering position where I can further utilize my knowledge and skills to generate added value to the company.

## EDUCATION

Bachelor of Technology (Electronics Engineering), **National University of Singapore (2008)**

Second Class Honours (Upper)

Dean's List (2006)

Advanced Diploma in Computer & Communication Systems, **Ngee Ann Polytechnic (2004)**

Specialist Diploma in Radio Frequency Communications, **Ngee Ann Polytechnic (2003)**

Diploma in Applied Electronics Engineering, **Zhejiang Lishui Technical College, China (1997)**

Hong Wei Yun Prize (1994) – Awarded annually in recognition of outstanding academic achievement by students in each of the classes.

## WORKING EXPERIENCE

### **Waters Pacific Pte Ltd- Apr 2018 to Present**

#### **Senior Test Engineer**

- Define test strategies and develop automated test equipment
- Develop and execute qualification protocols (IQ/OQ/PQ)
- Develop and maintain test procedures
- Develop and maintain calibration and preventative maintenance procedures
- Offer ongoing high level technical support for test equipment and associated processes
- Monitor test yields and drive continuous improvement activities to improve efficiency / yield and reduce costs; Perform root cause analysis when necessary.
- Support transfer of Test Equipment
- Managing Operation Engineering Service Request from Contract Manufacturers
- Develop / Revise work instructions

### **Agilent Technologies Singapore Pte Ltd- Mar 2010 to Mar 2018**

#### **Field Service Engineer (prompted 2012)**

#### **Technical Specialist**

- Providing on-site installations, maintenance, qualifications and repairs of Agilent and multi-vendor system solutions.

- Establishing and maintaining a highly responsive relationship and effective communication with customers, sales reps, peers and other departments within Agilent to ensure customer satisfaction.
- Providing service in accordance to customer's entitlement (contract, warranty or trade). Setting clear customer expectations and following through on commitments associated with all service activities.
- Ensuring customer satisfaction by advising customers on preventive maintenance and configurations, which may impact product performance. This could include providing customer training as required.
- Adhering to Agilent's business priorities associated with FSE utilization, call closure and parts inventory management.
- Technical Specialist for chemical test (final test) of complex scientific instruments, mass spectrometry.
- Do troubleshooting down to module level when it's failing to meet test spec.
- Support research and development, engineering enhancement and reliability & productivity improvement projects.
- Work on equipment/tools set up during start-up and maintenance when in operation.

## **Extron Electronics, Asia- Jul 2007 to Mar 2010**

### **Repair Technician**

- Repair professional audio/video products from application system level down to component level.
- Manage test equipment calibration and preventive maintenance.
- Together with sales department to work out optimal solution for customer complaining.

## **Flextronics Technology (S) Pte Ltd - Mar 2001 to Jul 2007 (Formerly Solectron Technology Singapore Pte Ltd)**

### **Engineering Assistant (promoted 2006)**

### **Senior Technician (promoted 2004)**

### **Technician**

- Support LCD repair service for customers such as IBM, HP, Compaq.
- Provide engineering assistance for production, including new part numbers repair-ability evaluation, test equipment acquisition and customization, repair materials management, failure analysis, etc.
- Documentation (repair procedures, product matrix, etc) update for LCD department.
- Provide training for new production staff of LCD department
- Repair equipment calibration and maintenance
- Support new repair production line set up for customer UTstar.com in Singapore.
- Provide necessary support for repair production and engineers from UTStar Singapore, includes assisting IPDSLAM test system set up for ADSL terminal cards repair, assisting GEAPON(fiber to home system) test system set up for terminal units repair, generate Engineering Change Orders (ECO) matrix for local repair production line from system, manage product matrix, manage firmware update on servers, new staffs training, bad lot and hardcore repair units disposition, etc

- Participate in production yield improvement activities and co-ordinate with various departments for repair turnaround time (TAT) reduction.
- Repair computer main board and accessories down to component level for customers like Compaq, IBM, HP, and Dell. Also repair server board and storage system (NAS) for IBM and HP.
- Repair cable modem, LAN switch, LAN Hub, Ethernet repeater down to component level for customers like 3COM and USRobotics.
- Repair mobile device such Ericsson mobile phone, HP iPAQ pocket PC, down to component level for customers.

## **Lishui Zhongxi Communications (China) - 1999–2001**

### **Technical Specialist**

- Provide technical support for customers.
- Troubleshooting mobile phones and computers.
- Windows LAN network set up and administrative.

## **Mitsubishi Chemical Infonics Pte Ltd - 1997–1999**

### **Production Technician**

- Running automation production line with low production downtime.
- Keeping all machinery in good working condition.
- Improving production yields with the high-quality standard.

## **KNOWLEDGE & SKILLS**

### Language:

- English and Chinese

### Software:

- OS – Windows, Linux, Unix, VxWorks, DOS
- Database – FoxPro, MySQL
- Programming language – PLC, QBasic, Assembly, Java, C, JSP, VHDL, Verilog, HTML, SQL, UML
- Development tools – EditPlus, Dreamweaver, JCreator, Matlab, AnsoftDesigner, EasyMatch, LabView, Xilinx ISE, Turbo C, AutoCAD
- Working Apps: SAP, ChemStation, OpenLab Chemstation, MassHunter, Empower 3,

### Hardware:

- Computer architecture – Intel-based computer, workstation and server
- Computer peripheral – LCD, Hard Disk Driver, Compact Disc, SCSI, RS232
- Telecommunication – Router, modem, network repeater, LAN hub, LAN switch, IPDSLAM, GEON, Netring, GSM/CDMA cellular network
- Audio/Visual Product – power amplifier, video scaler, signal converter, matrix switcher, AV over IP products, signal processors, interface, signal generator, speaker
- Tools – BGA rework machine, TAB bonding machine, oscilloscope, multimeter, spectrum analyzer, network analyzer, ICT tester, data acquisition/switch unit, smartbits tester
- Life Science – Mass Spectrometry, HPLC(Alliance, Infinite 1200 series), UPLC(Acquity H class/I class, Infinite 1290, Special Detectors), LCMS(SQ, TQ, TOF, QTOF)

### Others:

- Basic industrial management skill
- Basic financial accounting skill

## **AVAILABILITY**

2 months of notice