

OBJECTIVE

Field Service Engineering, Research and Development, Design, Implementation, Logistics and New Product Introduction, Process Flow analysis, Process/Product Improvement, Project Planning, Sales Presentation and Support, Field Technical Support, Mentoring, Budgeting and Review.

QUALITIES

- Excels at Root Cause Analysis, Project Management and developing cost effective solutions to complex problems.
- Understands and drives technology, evaluation implementation and enhancement of existing systems and solutions.
- Determine “Required” and “Desired” features at all system levels to ensure adequate project cover is maintained.
- Set Mission Statements, Functional specifications, evaluate Internal Architecture Specifications and schedule resources to implement system improvements based on installation, serviceability and reliability requirements.
- Author Technical Documentation for Field Service Engineering and customer support and training..
- Managed, mentored, supervised, and motivated large teams of professionals and engineering staff.

I have a flair for finding novel solutions for complex problems, understand the technology, software and hardware systems used across the Enterprise. I have managed Engineering presentations, and provided complex technical support and training to sales and client engineering. I can truly say I have made and saved millions of dollars for my previous employers.

I draw my knowledge from many years of High Technology Systems Engineering and support management experience, client presentations and training, backed up with an education in Physics, Electronics and Computing sciences, taken at Warwick University in England. Supplemented by training at the Open University, Cadence University and with Lab and Field experience.

With Integrity above all else, I lead with courage and commitment, innovate to create value in product, holding dear my commitment to my customers success, respecting and developing my peers to achieve these goals furthering the Enterprise

DETAILED EMPLOYMENT HISTORY

SensAble Technologies Inc - MA

Lead Field Service Engineer

2010- 2011

- Experienced Certified Field Engineer in Projet Visijet technologies, skilled in the analysis and troubleshooting of complex 3 Dimensional printing using hardware and software debug techniques in the dental industry.
- Objet Certified Field Engineer in Eden 3 Dimensional printing technologies for the Dental industry
- Major contributor to product improvement.

Verdasys Inc –MA

Field Product Support Engineer

2008- 2009

- Product Support to client engineering staff.
- Engineering review of customer feedback.
- Software Quality Assurance verification.
- Process flow implementation.
- Technical review, moderation and planning.
- Server provisioning and management.
- Root cause analysis of production issues and develop and implement corrective actions.
- Feasibility analysis for new product introduction.
- Responsible for management, implementation and control of customer facing server system

Cadence Design Systems –CA

Staff Field Engineer

2007- 2008

- Emulation technology, Fault finding to component level.
- Customer feedback and review.
- Hardware verification.
- Customer support and training.
- Staged gate process flow and implementation.
- Root Cause Analysis of customer issues and recommend corrective action in the form of Engineering change orders.
- New product introduction, assessment of customer workflow and recommended further support and opportunities. “Use case model”
- Contingency and disaster recovery planning
- Server farm management, provisioning and test
- Network upgrade from 10Mbit to 100Mbit and then to Gigabit backbone 6 years later
- SAN Network Evaluation, Test. Purchase, installation and management.
- HBA and NIC evaluation and Fiber Channel deployment
- Semiconductor Failure analysis and corrective action process verification.
- Power supplies, design review, failure analysis.

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| <p>Cadence Design Systems –CA</p> <ul style="list-style-type: none"> • Emulation technology, Fault finding to component level. • Engineering design review of customer feedback. • Software and hardware verification. • Field Service R&D, and Manufacturing support and training and vendor certification. • Process flow planning and implementation / analysis and improvement | <p>Staff Product Engineer</p> | <p>2001- 2007</p> |
| <p>ECC Co Ltd – UK</p> <ul style="list-style-type: none"> • Engineering management of complex blue sky projects for industrial process control. • System refit and retrofit planning and production scheduling • Design and implementation of industrial control systems, PLC's servo systems etc. • Electronics design and build, test/commission. • Programming and program design. • Vendor Evaluation and engagement. • Vision inspection. Using new technologies. | <p>R & D Engineering Manager</p> | <p>1995-2000</p> |
| <p>Matthew Hall Maintenance – UK</p> <ul style="list-style-type: none"> • Project management for PCB equipment manufacturing machinery design and servicing. • Chemical Plant automation process equipment design, installation and servicing. • Electrical Installations Team Management | <p>Electrical/Electronics Engineer</p> | <p>1993-1995</p> |
| <p>AAAD – UK</p> <ul style="list-style-type: none"> • Advising the re-manufacturing industry to the Military on the re manufacture and testing of Fighting Vehicle electrical and electronic systems. British Military Armor. Alvis Logistics, Horstmann defense. • Implementation of ISO 9001 procedures to get IMER-REMAN certified as a recognized supplier to the British Military contractors group. | <p>Self Employed Consultant</p> | <p>1992-1993</p> |
| <p>Theocrest Ltd –UK</p> <ul style="list-style-type: none"> • Installations for many different types of Industry ranging from automotive through chemicals, Military, to Food and hazardous area equipment. • PLC installation and experience programming and fault finding to component level. | <p>Commissioning Engineer</p> | <p>1988-89</p> |

Prior to 1988 I was a Supervisory Electrical Engineer and before that an Indentured Engineering Apprentice, serving under a 5 year training program in the Electrical Supply industry deploying Electrical Substations.

TECHNICAL SKILLS

Experienced with AutoCAD 3D. RayDream 3D MathCAD. Fortran. Pascal. JavaScript Perl. TDR. UNIX, 6σ, network topologies, Server management Active Directory and MMS. VMWare and Engineering experience using: Prototyping. Machining, Lathe, Milling, Electrical Installations techniques, practice and experienced build and debug.

Trained in: Electrical Engineering, Physics, Mathematics, Windows XP, BASIC. Assembly Language.

VMware. Server installation 2003/2008 XP 32 and 64 bit and Vista 32 and 64 bit platforms.

Technical report writing. Functional Specifications and Internal Architecture Specifications. Supplier assessment.

Root cause analysis techniques and practice.

EDUCATION

B. Eng, Honors, Physical Electronics with Computing at Warwick University

Open University: Digital Computer Architecture; Living with Technology; Mathematics; Electronics, Electrical Engineering
 Indentured Apprenticeship completed, graduating as a Class 1 Grade 1A Electrical Engineer, authorized to work on any voltage.

Additional Courses: Working with others; Sarbanes-Oxley; Business Writing; Project Management, Management Foundations, Software Security: EDA Technology; IP Awareness Training; MS Excel, FrontPage, MS Project. Mechanical Engineering foundations and Matriculation practices, Customer Data Security, HASMAT training, Emergency response team leader (CA) AED, CPR and first aid trained and certified, and lots of other stuff.

MEMBERSHIPS

Member IEEE- Santa Clara Valley Solid State Circuits Society committee 2007/08. Instrumental in the organization of the 2007 Radio Frequency IC short course, attended by 90 Engineers. Institution of Electrical Engineers. AMIEE (1992-2001) (1992-1994 Chairman of the Younger members section of the East Midlands Institute of Electrical Engineers Committee. IEEE Member.

Qualities

As an experienced professional engineer with a dedication and drive to achieve and seek out solutions to problems I have been instrumental in solving complex issues throughout my entire engineering and management career. I can be relied upon to get things done, resolve issues and implement changes with a keen eye on quality, efficiency and value for money. I have often been described as a positive asset to the organization. I am often consulted by my peers and other managers for my viewpoint, and have been influential in many cases steering decisions to solutions, sometimes adding value to the product. I am seeking a position where I can grow my career and apply my extensive engineering and management knowledge.