

MICHAEL WALLACE

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RESULTS-DRIVEN ENGINEERING PROCESS/PRODUCT SENIOR MANAGER

- Senior Consumer Electronics leader and project/process/product Manager with 20 years recognized ability to:
 - Provide world-class display technology test and repair expertise, using innovative, leading-edge knowledge and techniques, radically advancing the display technology after-market process.
 - Consistently drive cost-reducing solutions, superior customer satisfaction and continuous improvement.
 - Maintain an excellent rapport with existing internal and external customers.
 - Integrate strategic management and technical perspectives in alignment with corporate goals and objectives with technical, business and human performance processes.
 - Develop and launch numerous innovative value-added programs for clients, employing Lean practices including JIT, Kanban, and TQM, and exceeding customer satisfaction expectations.
 - Deliver cost-effective solutions, working closely with leading CE manufacturers, retailers, and service centers, delivering total solutions, providing client-focused service and support and substantially reducing support costs.

AWARDS, RECOGNITION AND COMMENDATIONS

- National Recognition of Young Achievers in the UK, meriting a Royal Invitation to Buckingham Palace.
- Recipient of the Scottish Engineering/Incorporation of Hammermen Award for Engineering Excellence.
- Single handedly created and pioneered breakthrough LCD repair process that reduced repair time by 85%, resulting in startup enterprise's rapid attainment of market dominance in the US and Europe and growth of billion-dollar market.
- Under tenure as engineering manager, Jabil designated Round Rock site "Center of Excellence" as the model for Best Practices for the company's LCD repair facilities in US, Europe, and Asia, 2010, now utilized as standard test equipment by all Dell display vendors on a global basis.
- Awarded "Key Team Member," resulting in facility "Best in Class" by Dell.
- Created the need and supported the establishment of six additional LCD repair facilities world-wide.
- Provide primary support and development to Dell's DCD inspection system, directly impacting winning additional Dell "Edge-to Edge" repair business.

PROFESSIONAL HISTORY

Jabil, Round Rock, TX (iQor acquired this After-market Services Division from Jabil)

2006-present

Technical Sector Lead (2011-present) Proposed Universal Motherboard Test framework with goal of redefining motherboard test experience with greater robustness, component standardization and objective test methods. Lead project, developed concept, key hardware and software; managed development and design team; coordinated multi-facility installation. Successfully advocated with customer for adoption as standard test equipment, reducing estimated motherboard NPI costs of \$2400 by >40%.

- RFQ support: Provided cost and production analysis, identified equipment and defined training requirements for several business opportunities. Established process parameters and equipment costs to support calculations for HP motherboard testing RFQ. Evaluated process readiness, equipment, personnel, and training requirements for low-cost LCD repair capability in Reynosa and Brazil.
- Internal consultant: Provided technical insight for prospective company acquisitions.
- Repair assessment for MacBook Air HUDs: Liaised directly with Apple Engineering to define project goals; developed concept for disassembly of HUDs; tested and developed concepts resulting in successful disassembly method. Coordinated with display repair team for additional LCD repair capabilities to increase process yield; coordinated with Jabil design team to develop semi-automated disassembly equipment; provided cost analysis for disassembly process.
- Evaluated design and repair of Siemens telephone systems displays: Supported Telmar division, consultant for review of display and housing designs, as well as repair opportunities and enhancing product robustness.

Dell Account Global Support Engineer (assigned to support this customer of Jabil)(2011-present)

Team leadership: Coordinated introduction of Dell's motherboard testing hardware and software requirements, interfaced with customer and Jabil facilities to introduce standardized hardware and software for motherboard testing.

- Consultant to Dell test engineers for display technologies for testing and repairs, advanced test solutions and testing requirements, developed testing methodology, advocated for Jabil company interests, and negotiated conflict resolution.
- Subject matter expert: Developed testing solutions for new display technologies, managed standardization of process and hardware, improved test integration to increase test reliability, cost reduction and throughput.
- Installation of repair process, Brazil facility: Conducted site review; identified process, equipment, and hardware requirements; consulted on clean room selection/installation; introduced new repair process; provided engineer training.

Jabil, Round Rock, TX (Jabil bought Incline-GTS)

Engineering Manager (2007-2011)

Managed a team of six engineers and four technicians supporting LCS, monitor and notebook repair. Provided additional support for the company's other LCD repair facilities on a global basis.

- Restructured engineering team to meet developing consumer and corporate goals.
- Supported the introduction of four additional LCD repair facilities on an international basis.
- Developed and implemented new technology test and repair solutions to all Jabil LCD repair facilities.
- Provided consulting and technology support for other Jabil facilities for their display products.
- Managed aggressive NPI process, in excess of 60 new products per quarter.
- Developed alternative component sourcing for Global Commodities team and burn-in capacity for TV displays.
- Developed off-platform testing for HUD product.

Senior Test Engineer (2006-2007)

Managed test equipment and development of testing for new technologies. Responsible for maintaining more than 54 LCD testers with testing capacity for over 450 active products.

- Supervised Test Engineering and provided secondary supervisory role to Engineering group.
- Administered test engineering and line support employee performance reviews.
- Monitored test and Repeat Return data for test gaps and test improvement.
- Integrated test software with shop floor data collection software, resulting in increased test reliability and throughput by 10panels/hr/tester.
- Developed and implemented semi-automated optical testing process to verify display conformance to specification and improve testing throughput and reliability.
- Developed burn-in capability for TV displays and off-platform testing for HUD product.

Incline-GTS, Round Rock, TX

2002-2006

Senior Test Engineer (2004-2006)

Managed test equipment and worked with technicians to support LCD testing. Also wrote test procedures, work instruction and training of operators and technicians.

- Implemented improvements to test equipment and drove a substantial reduction in equipment downtime.
- Identified the minimum test set (16 patterns) capable of identifying 96% of LCS faults.
- Developed and managed construction and repair of video and inverter cables.
- Increased test capability to include TV and monitor displays and developed burn-in capability for FPD displays.
- Supervised calibration and Preventive Maintenance orders. Developed and executed ramp-up for new tester.

Process Development Engineer, Round Rock, TX (2002-2004)

Maintained test, TAB, Electro-Mechanical Repair and component harvest processes.

- Developed software and hardware for universal test, with primary focus on cost, ease of use and integration.
- Managed, developed and maintained test equipment and supervised New Products introduction.
- Provided technical support to company's five other repair facilities worldwide.
- Designed and developed burn-in capability for notebook displays.

EDUCATION

Beng(Hons) in Manufacturing Systems Engineer with Electronics, Glasgow Caledonian University, Glasgow, Scotland, UK

PREVIOUS EXPERIENCE

Display Products Technology (DTP), Inc. United States, Round Rock, TX (renamed to Incline-GTS) **1994-2000**
Process Development Engineer (2000-2002)

Worked in a cross-function team. Maintained TAB, component harvest processes.

- Developed ITO test equipment for TAB repair, a critical tool for identifying irreparable faults in LCD glass cells.
- Provided technical support to other engineering functions, including Test and Polarizer repair.

Process Development Engineer (Display Product Technology, Ltd.), East Kilbride, Scotland, UK **(1994-2000)**

Performed and/or managed test and process engineer functions. Maintained test, polarizer, TAB, Electro-Mechanical Repair and component harvest processes. Supervised four technicians.

- Developed and implemented the start-up company’s entire LCD repair process.
- Designed the hardware and software for testing product and developed the shop floor data collection software.
- Provided primary engineering support for company’s international expansion into USA and Asia.
- Transferred to Round Rock, TX due to rapid growth there.

COMPUTER EXPERTISE

Software: MS Office Suite • Programming: VB6, VB.NET, C++, Delphi, PHP, ASP • CAD: AutoCAD, CurcuitMaker2000, OrCAD, Protel • O/S: MSCOS, Windows, Linux, OSX • Shop floor Control: ClickCommerce

RECOGNIZED STRENGTHS AND SKILLS

Project Management	ECR-ECO Management	Customer/Supplier Relations	Cost Reduction
Global Operations	Failure Analysis	Operations Improvement	Process Improvement
Reverse Engineering	Root Cause Analysis	LCD Repair and Test	After-market Support