



Wunna Ko

Service Technician

CONTACT



Yangon, Myanmar



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PERSONAL INFO

Date of Birth : 27.03.1996

Gender : Male

Passport No : MHxxxx

Nationality : Myanmar

Marital Status : Single

Availability : Immediately

Expected Salary : SGD 3200 (Nego;)

EDUCATION

Bachelor of Engineering (Electronics)
Technological University (Meiktila)
2011 - 2016

LANGUAGES

English - Fluent

Chinese - Basic

Burmese - Native

PROFILE

- Over 6 years' experience in technical supporting, maintaining, troubleshooting and installing lab equipment and scientific instruments
- Strong technical knowledge in diagnostic testing, preventive/corrective maintenance, and calibration for various scientific instruments
- Proven ability to deliver fast and effective customer support, resolve technical issues, and provide user training.
- Skilled in handling vendor relationships, planning service schedules, and driving service quality improvements.

PROFESSIONAL EXPERIENCE

Senior Service Engineer

Precious Amber Co., Ltd

Apr 2023 – Present

Yangon, Myanmar

Duties and Responsibilities

- Provide Scientific Instrumentation services to industries such as F&B, Agriculture, Pharmaceuticals, Life Science Oil & Gas, Animal Feed, Flour Milling, Fertilizer and Rubber Factory.
- Perform Installation and Commission for analytical instruments.
- Handle diagnostic testing to identify and resolve complex technical issues with analytical instruments.
- Prepare monthly report on customer and instrument list for the upcoming service plans.
- Manage vendor relationships for timely procurement of instruments, spare parts, and consumables.
- Plan and coordinate field service schedules, ensuring efficient use of resources and timely customer support.
- Provide technical support to the sales team and customers.
- Support in continuous improvement projects to enhance service quality and reduce equipment downtime
- Respond to customer complaint for breakdown calls and solve the problems onsite or remote.
- Provide user training after installation and testing.
- Attend local and oversea product and service trainings.

PERSONAL STRENGTHS

- Time Management
- Teamwork
- Problem Solving
- Innovation
- Interpersonal Skill
- Hard working
- Fast Learning

EXPERTISE

- Installation and Commissioning
- Troubleshooting & Maintenance
- Repair and Calibration
- Service Management Tools
- Customer & Technical Support
- Training & Operational Guidelines
- Data management & Reporting
- Laboratory Equipment Knowledge
- Microsoft Office

OVERSEA TRAINING

- **FOSS Analytical Co. Ltd**
Digester & Kjeltex 8400 & Soxtec
Service Training
China, Suzhou
(11.03.2019 ~ 22.03.2019)
- **A&D Co. Ltd**
Balance Service Training
Malaysia, Kuala Lumpur
(25.06.2019 ~ 26.06.2019)
- **FOSS Analytical Co. Ltd**
DA1650 & DS2500
NIR Analyzer Service Training
Thailand, Bangkok
(12.11.2019 ~ 15.11.2019)
- **A&D Instrument (Thailand) Co. Ltd**
A&D Basic Service Training
Thailand, Bangkok
(18.01.2024 ~ 19.01.2024)

Service Engineer
DKSH (Myanmar) Co. Ltd

Nov 2018 – Mar 2023
Yangon, Myanmar

Duties and Responsibilities

- Installed all type of analytical instruments and general lab equipment
- Troubleshoot, maintained (preventive and corrective) and serviced all type of analytical instruments and general lab equipment
- Conducted Installation Qualification (IQ), Operational Qualification (OQ), and Performance Qualification (PQ) following supplier guidelines, including training and documentation.
- Repaired analytical instruments and replaced spare parts as needed.
- Calibrated laboratory instruments for parameters including temperature, pressure, moisture, precision weight, RPM, conductivity, pH, and Brix.
- Prepared service documents such as reports, installation and commissioning certificates, calibration certificates, stickers, stock lists, and inventories of existing instruments.
- Submitted daily reports to the Service Management Tool (SMT) system and senior service engineers.
- Prepare monthly reports for the senior sales manager on customer and instrument lists for upcoming service plans and contracts.
- Provide technical support and discussed service contracts with the sales team.
- Conducted user training and provided operational guidelines after installation and commissioning
- Updated inventory lists for spare parts, preventive maintenance kits, and demo units
- Attended service training sessions both overseas and online

Service Engineer
Nanova Co., Ltd

Nov 2016 – Oct 2018
Naypyitaw, Myanmar

Duties and Responsibilities

- Troubleshoot, resolved customer complaints, and performed both preventive and corrective maintenance.
- Collected payments from customers for spare parts sales and service charges.
- Prepared and provided documentation, such as catalogues and technical specifications, to support the sales team in government tenders
- Resolved various issues and customer complaints by following service instructions from senior service engineers based in the headquarters (Yangon).
- Repaired and replaced spare parts for medical equipment, including oxygen plants, X-rays, ultrasound machines, operation theatre lights, slit lamps, syringe pumps, and baby warmers.