Samira Haddad

FIELD SERVICE ENGINEER

San Jose, CA (408) 555-0161 samira.haddad@email.com linkedin.com/in/samirahaddad

SUMMARY

Field service engineer with 5 years supporting semiconductor etch tools and wafer handling systems at customer fabs in the West. Leads troubleshooting of electrical systems, mechanical systems and vacuum and RF faults, writes clear escalation reports in Excel and PowerPoint, and holds tool uptime above 95% for key accounts.

SKILLS

Other Skills: Troubleshooting, Electrical Systems, Mechanical Systems, Vacuum and RF Systems, Preventive Maintenance, Schematics, Excel, PowerPoint, Word, Customer Service

EXPERIENCE

Field Service Engineer 03/2023 - Present

Bayline Process Equipment San Jose, CA

Semiconductor equipment maker with 600 installed etch and deposition tools.

- Maintain **22** etch tools at 2 customer fabs, keeping uptime at 96% against a 94% contract target.
- Diagnose vacuum leaks, RF generator faults and robot errors using schematics and tool fault logs.
- Run preventive maintenance kits on a 2,000-wafer cycle, finishing 98% of them on schedule.
- Present weekly tool health reviews in PowerPoint to customer process engineers and managers.

Associate Field Service Engineer 06/2021 - 02/2023

Mission Peak Automation Fremont, CA

Maker of wafer handling robots and front-end automation.

- Installed and qualified **35** wafer handling systems at fabs in California, Oregon and Arizona.
- Replaced motors, encoders and controllers, cutting average repair time from 6 hours to 3.
- Tracked part failures in Excel and sent 12 failure analysis reports to design engineering.
- Wrote 20 field service bulletins in Word for the regional support team.

Equipment Engineering Intern 06/2020 - 08/2020

Coyote Valley Semiconductor San Jose, CA

Summer internship on the equipment team of a 200 mm wafer fab.

- Logged downtime causes for **14** etch and implant tools and charted the top failure modes in Excel.
- Rewrote 6 preventive maintenance checklists with technicians, adding torque values and part numbers.
- Presented a spare-parts stocking proposal to the equipment manager that cut 2 recurring tool-down waits.

EDUCATION

Bachelor of Science 05/2021

San Jose State University San Jose, CA

Electrical Engineering

CERTIFICATES

OSHA 10-Hour General Industry 08/2021

OSHA Training Institute Education Center