

Meng-Hsin (Milena) Chen

陳孟歆

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Former TSMC engineer with 8 years of experience. Cross-functional technical solution provider at Microsoft.
Leveraging the semiconductor background to explore dimensions in software development.
Adapt to unfamiliar fields, embracing a growth mindset, with a passion for continuous self-improvement.

EXPERTISE

Languages	English - Full professional proficiency (TOEFL iBT: 112); Chinese - Native
IT	C#, RDBMS/SQL (Oracle, SQL Server), ASP.NET, Web API, Swagger, ORM, Python, VBA JavaScript (jQuery, React), HTML, CSS
Skills	Power Platform (Power Apps/Power Automate/Power BI/PVA) Customer handling, Technical support, Cross-team communication, Advanced packaging, Yield improvement
Certificates	Microsoft Certified AZ-900: Azure Fundamentals Microsoft Certified PL-900: Power Platform Fundamentals

EXPERIENCE

Microsoft

- **Technical Support Engineer**, Taipei (Jul 2022 - present)
 - Integrated customers need to implement and optimize Microsoft cloud products, including Azure cloud services, Dynamics CRM, and Power Platform low-code applications.
 - Provided technical guidance and system training to enterprise users in APAC region, assisting over 300 organizations in building project solutions and resolving technical issues with highly-skilled and customer-focused professionals.
 - Created readiness UI and automatic flow utilizing Power Apps/Power Automate to improve customer satisfaction.

TSMC

- **System Integration Engineer**, Taoyuan (Feb 2019 - Jul 2022)
 - Developed web applications using ASP.NET Framework, ASP.NET Core, jQuery and Bootstrap for data analysis.
 - Developed ASP.NET Web API using Entity Framework Core.
 - Developed WinForms applications using C#, VBA and SQL (Oracle, SQL Server) to enhance people productivity.
 - Constructed and managed the internal database of the department using MS SQL Server.
 - Collaborated with users and IT to define URD, driving continuous improvement of systems.
 - Led a team of 5 technicians, managing customer requests for new product design to meet special demands.
- **Process Integration Engineer**, Taoyuan (Nov 2014 - Feb 2019)
 - Developed InFO (Integrated Fan-Out) in conjunction with SoC (System-on-Chip) across N16/N10/N7/N5 technologies.
 - Defined the first process flow auto-creation SOP for TSMC 3DFabric and the bumping/assembly technology infrastructure for the 3D IC roadmap.
 - Collaborated with customers to resolve inline issues and improve yield.
 - Managed process changes with perfect quality management and the interplay between technologies and processes.

EDUCATION

Linköping University (Linköping, Sweden)

- **Exchange Program**, Institute of Technology (2013 - 2014)

National Taiwan University (Taipei)

- **Master of Science**, Materials Science and Engineering (2011 - 2013)
 - Session Presenter, TMS 2012 Annual Meeting & Exhibition (Orlando, FL)
 - Poster, Material Research Society-Taiwan (MRS-T) (Yunlin)
- **Bachelor of Science**, Materials Science and Engineering (2007 - 2011)
 - Presidential Award Winner
 - Visiting Student, University of Oxford (Oxford, UK)