

STEPHEN SPIELBERG

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FIELD SERVICE MANAGER / DIRECTOR

Capital Equipment Manufacturing ~ Semiconductor Industry

Over 15 years of Engineering and Field Service leadership positions with a consistent record of exceeding goals and targets. Certified Six Sigma Green Belt, practiced in leading programs to increase quality, reliability and throughput. Deep expertise in semiconductor manufacturing; well versed in all aspects of troubleshooting, installation, repair and upgrades to backend Semiconductor assembly production systems. Extensive international experience; able to work effectively with multi-cultural teams. A hands-on leader able to mentor and motivate staff to new levels of performance.

CORE COMPETENCIES

- Equipment Automation Designs and Techniques for Assembly and Manufacturing.
- Assembly Process of Electronic Semiconductors; Tooling, Mold Design and Manufacturing processes.
- Automated conveyors and robotics. Film Assisted Molding techniques for sensors of all types.
- Yaskawa servo motors / Servo motor amplifiers / Stepper motors / AC & DC motors / Vacuum pumps / Planetary Gear heads / Step-up and step-down transformers / AC & DC Power Supplies / RS232 / RS422 / RS485 / SECS-GEM communications.
- PLC Ladder Logic programming: T.I. Sequencers / Festo controllers / Siemens controllers / Berger Lahr / O/S 9 and Windows NT programs.
- Process Knowledge of: Thermal set Plastic and epoxies / Thermal Forming Techniques / Encapsulation of Semiconductors / Lead forming / J bend / Gull wing forming / Fine pitch products / PLC's / SOIC's / BGA's / FSBGA's / TSOP's / MCR's / DIL's / GT Packages / Flip chip Packages / Finger Print ID packages / Leadless IC's / Surface mount devices / Hybrid Semiconductors / Pin grid arrays / Power devices / Heat-sink applications / Fiber Optics assemblies / Ferrules / Two part Epoxies.
- Process Knowledge of: Metal Spray / Case harding / Surface harding / Surface coatings / Hard Anodizing / Electro polish / Electro-less nickel / Bonding of Powder metals to ferrous Materials / Metallurgy / Stress relieving Materials.
- Process knowledge of: Wafer saw / Die attach / Die wetting / Die coatings / post cure / Gold ball wire bond / Aluminum wire wedge bonding / Wire loop height / Post mold curing / Laser mark / Ink mark / Trim & Form / Open shorts test / Sort.
- Materials worked with include: Brass / Barium / Bronze / Silver / Gold / Copper / Aluminum 6061 T6 / 7071 T6 / Inconel / Titanium / Magnesium / Stainless Steels / Nickel / Carbide, CDX-650 & KN-190 / CPM 10V & CPM9V Powdered metals / D2 / Cobalt / Titanium Nitride / D.L.C. (Diamond Like Coatings) / Armor Lite Coating / Teflon / Delrin / Acrylics / Polymer Materials / Composite Materials / Polyesters / PVC / Kevlar / Carbon Fiber / Polycarbonates / Phenolics / Bakelite / Urethanes / Mylar's / Rubber materials, closed and open cells.

PROFESSIONAL EXPERIENCE

DIRECTOR OF FIELD SERVICE

JUL 1995 – PRESENT

TOOLING SPECIALTIES

U.S. manufacturer's representative for Boschman Technologies, a Netherlands-based firm.

Accountable for sales and service of capital equipment in North America including 2, 4 and 8-strip reel-to-reel automatic molding systems, mechanical trim & form systems. Challenged to ensure customer satisfaction with prototype equipment by reengineering equipment at customer's sites to meet their specifications. Extensively used Six Sigma methodologies to provide improvements in quality, throughput and responsiveness. Worked closely with customer's Engineering Managers to provide best practice expertise to improve overall production.

- Coordinated Field Service Engineers activities throughout the U.S., Canada and Mexico. Managed as many as **25 concurrent, highly visible, multi-million dollar projects** for such clients as IRC Mexico, White Oak Semiconductor and Micron Boise.
- Worked closely with customer's Process Engineers and **drove Six Sigma efforts to deliver 20% improvement in production.**
- Introduced new technology into production processes resulting in **15% overall improvement in throughput.**
- Worked with local tool shops to produce high-end replacement parts **improving responsiveness by 15%.**
- Earned strong reputation for quality of work resulting in high level of repeat and referral business.

**FIELD SERVICE MANAGER, USA
P.S. SYSTEMS****JAN 1995 – JUL 1995
(COMPANY CLOSED)**

Netherlands based manufacturer of production and prototype capital equipment for backend assembly of semiconductors.

Recruited as first U.S. representative assigned to support customers with prototype equipment installation and service. Fully accountable for sales, delivery, installation training and support. Provided constant feedback to overseas factory on design problems in the field and coordinated design reviews at customer sites. Assisted customers in establishing Preventive Maintenance Program for Tooling and Systems. Provided 24-hour support to U.S. and Mexico installed base.

- Used Six Sigma to help customers **increase production output by 30%**.
- **Achieved 140% of sales goals.**
- Increased projected sales with **2 key customers by 15% and 23%** respectively by building credibility and providing clear expertise in production best practices.

**FIELD SERVICE MANAGER
DUSAN EQUIPMENT****MAY 1991 – JAN 1995
(COMPANY SOLD)**

\$18M provider of production and prototype capital equipment for backend assembly of semiconductors.

Oversaw all Field Services throughout North America, Europe and Asia to support prototype molding, trim and form equipment at customer sites. Provided technical documents, training and troubleshooting techniques to Technicians and Operators. Maintained and supported customer's equipment in the field. Supported Factory Engineering and Sales with improvements through constant feedback and ECO's. Worked extensively with Pro-E Engineering and AutoCad 11.

- Established Key Supplier Partner program with local tool houses and machine parts suppliers to manufacture replacement parts and increase sales of spare parts, **resulting in 10% increase in all revenues.**
- Spearheaded project to improve Die Life and used Six Sigma to deliver 900% improvement.
- Led project to improve consistency in Bending & Forming resulting in reducing coplainarity by .002.
- Headed Six Sigma project to reengineer tool manufacturing process resulting in **90% reduction in cleaning frequency and 300% improvement in production.**

**SENIOR EQUIPMENT & PROCESS ENGINEER
INTEL ♦ CHANDLER, AZ****FEB 1990 – MAY 1991**

The world's largest chip maker and a leading manufacturer of computer, networking and communications products.

Accountable for all production equipment on back-end of assembly floor. Oversaw 12 Engineers. Orchestrated design reviews on upgrades and integration of production systems. Credited with combining Trim & Form and Laser Mark process into 1 operation. Integrated material handling equipment with production equipment to streamline process flow and improve manufacturing yields.

- Acquired knowledge and **Green Belt certification in Six Sigma.**
- **Reduced Product Coplainarity from .0030 to .0010.**
- **Increased yields from 94.5 to 99.9.**
- Implemented design changes to **gain 9X improvement to cutting tool life.**
- Led tooling design change to reduce cleaning process from **every 500 products to 10,000 products.**

EDUCATION & TRAINING

Electronics: Semiconductor Thermal Package Design – Intel
In-depth training Hydraulic Controls Units, APU procedures, Blueprint Reading
In-depth knowledge of Turbine Components Manufacturing and Assembly Techniques
In-depth training on Pneumatics and Ladder Logic Controllers
Strategic Design courses provided by ICD, Institute For Competitive Design
Technical School, Studies in
Mechanics of Materials / Polymer Technology / Process Technology / Combustion Technology
Energy Technology / Dynamics Control / Systems Engineering / Precision Engineering
Controls Systems / Technology / Thermal Forming Technology