

## **David Wedgwood Brown**

Date of Birth – 6<sup>th</sup> December 1972    Nationality – British

Holds – Full UK Driving Licence, UK Passport, Enhanced CRB Disclosure Certificate, CSCS Card Holder

### **Contact Information**

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### **Education**

King Alfred's School, Wantage, Oxfordshire, UK

GCSEs in English, English Literature, Maths, CDT, Physics and Electronics

RSA Examinations Board – Stage 1 Distinction in Computer Literacy & Information Technology

Newbury Collage of Further Education, Newbury, Berkshire, UK

City and Guilds – Certificate in Electronics Servicing with the RTEEB

### **Work Experience**

[United Kingdom Atomic Energy Authority](#), Harwell, Oxfordshire, UK

Apprentice – Electrical / Electronics

June 1989 to December 1991

Breaking Bikes, Didcot, Oxfordshire, UK

Motorcycle Mechanic

December 1991 to June 1992

[DO-IT-ALL Ltd](#), Didcot, Oxfordshire, UK

Warehouse Manager

June 1992 to March 1993

[RM Education plc](#), Abingdon, Oxfordshire, UK

Production Operative

March 1993 to April 1996

[RM Education plc](#), Abingdon, Oxfordshire, UK

Product Development Technician

April 1996 to August 2005

[RM Education plc](#), Abingdon, Oxfordshire, UK

Product Development Engineer

August 2005 to December 2013 (made redundant)

[OES Medical Ltd](#), Witney, Oxfordshire, UK

Process Engineer

January 2014 – July 2014

[Henley Designs Ltd](#), Didcot, Oxfordshire, UK

Service Engineer

July 2014 - Present

## **Skills and Experience – Henley Designs Ltd**

Joining Henley Designs in July 2014 has been a wonderful experience. I'm currently helping to run the service department which consists of me and my colleague Neil.

Henley Designs Ltd. was formed in 1997 as the result of a management buy-out of [Ortofon](#) UK. We are based in Didcot, Oxfordshire and can boast a dealer base of nearly 500 customers covering the UK and Eire. To support this network, our 15,000 square-foot HQ houses our Internal Sales Team, Service Centre, Marketing Department, Distribution Facility, Show Room and Demo Room.

Our main focus is distribution of High End HiFi components and DJ equipment to everyone from the likes of Richer Sounds / Audio-T / Sevenoaks Sound and Vision, to smaller high street shops and also direct to end users via our retail web shop.

They are a great team to work with and I feel like I have been accepted into the family.

My main responsibilities are to carry out warranty repairs, non-warranty chargeable repairs, upgrades, servicing and fault finding on all of the products we supply and support. This requires a great amount of diagnostic ability and is an ongoing and ever growing skillset.

To support this I will liaise with everyone in the supply chain, from customers, dealers, sales staff and suppliers.

In this role I will have to decide the best way to ensure the customers' expectations are met and hopefully exceeded whilst adhering to our SLA and effecting a cost effective solution.

This involves diagnosing the problem and rectifying it with stock from our spares, supplier's spares (which I order using Sage50), or sourcing 3<sup>rd</sup> party component spares from the likes of RS / CPC etc. With suppliers spares I am also responsible for ordering pro-active spares stock and creating new part numbers for Sage where required.

As I've always had a passion about improvement and quality control I've also been working closely with one of our larger partners; visiting their manufacturing location on a bi-weekly basis so we can share knowledge and help improve quality. I also provide monthly QC reports which are fed back to aid and support these initiatives that I've implemented.

A couple of the highlights in this role so far have been through feedback given by customers for some of my work in some popular online public HiFi forums, and privately through emails directly to the management team.

In my short time I have managed to influence and steer a couple of our suppliers to focus more on and work to improve Quality Control. This is something I will continue to focus on during my working years !

## **Skills and Experience – RM (Lengthy but bear with me !)**

Assembly / disassembly / installation / configuration / servicing / fault finding of desktop PCs, mobile devices, servers and network infrastructure products. 20 years of experience with Computer Hardware and Operating Systems.

Platform and Component level thermal testing of desktop PCs, servers, mobile devices and furniture designed for use in the computing environment. Experienced in the use of thermal topography tools, on-board sensor analysis, external measurement tools such as thermocouples and other data collection devices (DVMs / Digital Thermometers / Pico Data Loggers).

Platform and component level problem solving for thermal, EMC and acoustic issues working closely with Engineers and Designers in EMEA and APAC.

Component Validation – Rigorous testing and evaluation of new PC/Mobile components to ensure they met our expected levels of quality and reliability when used in existing and new platform configurations.

Design and creation of Standard Validation Tests (SVTs) for other engineers and technicians to follow. These were used to allow repeatable, recordable and measurable hardware and software validation of components and assembled platforms. Using both HP Test Director and latterly Gurock TestRail.

Hardware benchmarking using industry standard benchmarks and in-house specified measures, including designing SVTs for others to follow, and collation / reporting of benchmark results to senior management teams and buyers.

Validation of Hard Drives, SSDs, Motherboards, CPUs, Optical Drives, Graphics Cards, Power Supplies, Casework, Network Cards, Memory and Human Interface Devices.

Component Selection - Working with purchasing and other departments in the RM Classroom Technologies group to ensure we were choosing the right components from the right vendors enabling us to provide our customers with hardware solutions that met their needs at the right price. At the same time ensuring we kept our reputation of providing reliable and dependable hardware solutions whilst also keeping margin potential to a maximum.

Working closely with senior management, buyers and engineers at existing and potential new suppliers, most of whom were based in Taiwan and mainland China.

Attending trade shows in Europe, Asia and the United States (CeBit, CES, and Computex) to network with existing and potential new suppliers.

Visiting existing and potential new suppliers to audit factories, and ensure processes met with our rigorous quality expectations and also met ISO Standards. This also included working with vendors at their factories until we were sure they were able to supply us with products that met with our high level of quality expectations. I was trained and certified as an Internal Quality Auditor by SGS Yarsley International Certification Services.

Visiting customer sites to install and configure various rack-mount configurations of virtual servers, backup libraries, core switches, UPS, desktops and notebooks and deliver basic end user training on these systems.

For the 10 years I was responsible for CE certification of all RMs hardware platforms. This involved ensuring vendors were supplying us with CE/CB/RoHS and MS WHQL certified products, and sourcing and arranging 3<sup>rd</sup> party testing to ensure RM products were tested to the latest European Directives for Low Voltage / Safety and EMC Emissions/Immunity, R&TTE, RoHS, REACH. Once complete I could then collate the test results and issue the CE “Declaration of Conformance” with Technical Document Pack. These have to be available to inspect at request by customers and are also enforced by Trading Standards. This allows you to use the CE mark commonly seen on all goods sold within the European economic area.

Some of the more complex certification work I was also responsible for included ensuring all of RM's Hardware was compliant with initially the US Governments "Energy Star" programme, and more latterly with the EC Councils ErP/EuP Directive 2009/125/EC.

[http://ec.europa.eu/energy/efficiency/ecodesign/eco\\_design\\_en.htm](http://ec.europa.eu/energy/efficiency/ecodesign/eco_design_en.htm)

I was responsible for creating a lot of Technical Documentation, both internal and customer facing. This included "goods in inspection" for all components to ensure our goods inwards staff could quickly identify part numbers against purchase orders, and also ensure that the components were to the same technical specification that we had validated at a hardware and firmware level.

I also created a lot of customer facing "technical articles" explaining everything from known issues, to advice on configuration and best practices for choosing new hardware configurations.

A lot of my time was spent working closely with RMs sales teams to provide advice to respond to everything from questions from rural primary schools, to responses to large multi-million pound tender requests with tight deadlines.

I really enjoyed working closely with key HE customers providing roadmap hardware advice, customer special requests for non-standard hardware, and an escalation point to ensure open service calls were dealt with quickly and efficiently. These included Cranfield University, London Metropolitan University, Manchester Metropolitan University, University of Brighton, University of Hertfordshire, Sheffield Hallam and many others.

On a day to day basis I looked after commodity products such as CPUs, Optical Drives, Hard Drives, and SSDs. This involved working with suppliers to understand their roadmaps and plan release timescales within engineering so that resource could be allocated accordingly. This also included ensuring we hit specific Time to Market deadlines with certain technology refreshes such as Intel's Tick/Tock Processor and Chipset roadmap; ensuring our customers always had accessibility to the newest hardware. As part of the commodity role I was responsible for managing ECNs from suppliers working closely with their quality departments. This ensured any product changes could be planned in a timely fashion and allocated Engineering project resource if required.

I gained a lot of experience with large OEMs (Intel/NVidia/MS/Asus/Pegatron/MSI/Foxconn) to troubleshoot and investigate issues escalated from various sources such as from internal validation of products through to complaints raised from customer sites. Often involving visiting customers, suppliers, and arranging for engineering staff to visit RM and customer sites from the Far East and US.

**Other daily duties whilst at RM included:**

Integrating OEM WHQL approved drivers into RMs modular software install process so that computers left the factory with the latest correct drivers installed – including batch file creation and simple Windows Scripting.

Installation / configuration / troubleshooting all MS Operating Systems including Win3.0, Win 3.11, Win 95, Win 98, Win NT, Win ME, Win2000, Win XP, Win 7, Win 8, Win PE, Windows Server 2008 / 2012 R2. Installation / configuration / trouble shooting of various SW titles including Sophos / Symantec AV, Backup Exec etc. I've been an official Microsoft Beta Tester since Windows 95.

Design, implementation and maintenance of RM's Engineering Group Intranet Pages.

Design, implementation and maintenance of RM's Engineering Group SharePoint Pages.

Creation of customer facing technical articles – link to examples on rm.com below.

Creation of internal goods in inspection articles – link to public facing examples on rm.com

**Links to examples of technical articles I've created and authored online:**

RM External - Explaining how to enable WOL -

<http://www.rm.com/support/technicalarticle.asp?cref=tec209329>

RM External - Explaining SATA2 vs SATA3 -

<http://www.rm.com/support/technicalarticle.asp?cref=tec3241867>

RM External - Product Specs -

<http://www.rm.com/support/productinformation.asp?cref=prd3435403>

RM External - Explaining Graphics Output options -

[http://www.rm.com/rmvirtual/media/downloads/rm\\_pc\\_graphics\\_output\\_options.pdf](http://www.rm.com/rmvirtual/media/downloads/rm_pc_graphics_output_options.pdf)

RM Internal – Explaining PCI - <https://dl.dropboxusercontent.com/u/8909044/cv/explainpci.pdf>

RM Internal – Goods In Inspection - <https://dl.dropboxusercontent.com/u/8909044/cv/goodsin.pdf>

Validation work - Testing Boot Times for a customer SSD vs HDD -

[https://dl.dropboxusercontent.com/u/8909044/cv/boot\\_time\\_testing.png](https://dl.dropboxusercontent.com/u/8909044/cv/boot_time_testing.png)

Validation Work - Benchmarking & Testing SSDs -

[https://dl.dropboxusercontent.com/u/8909044/cv/ssd\\_testing.png](https://dl.dropboxusercontent.com/u/8909044/cv/ssd_testing.png)

Validation Work - USB 3 Benchmarking Thumb drives -

[https://dl.dropboxusercontent.com/u/8909044/cv/usb3\\_testing.png](https://dl.dropboxusercontent.com/u/8909044/cv/usb3_testing.png)

Internal Engineering SharePoint Sites -

[https://dl.dropboxusercontent.com/u/8909044/cv/cpu\\_part\\_look\\_up\\_sharepoint.png](https://dl.dropboxusercontent.com/u/8909044/cv/cpu_part_look_up_sharepoint.png)

[https://dl.dropboxusercontent.com/u/8909044/cv/eup\\_erp-sharepoint.png](https://dl.dropboxusercontent.com/u/8909044/cv/eup_erp-sharepoint.png)

[https://dl.dropboxusercontent.com/u/8909044/cv/system\\_benchmark\\_sharepoint.png](https://dl.dropboxusercontent.com/u/8909044/cv/system_benchmark_sharepoint.png)

**Training Courses Completed whilst at RM**

**Job Specific Development**



Date	Skill / Course	Learning Method	Provider	Duration	Cost
10 Feb 2012	Introduction to R&TTE	Course	York EMC Services	1 Day	£0.00
09 Feb 2012	Electrical Safety Requirements	Course	York EMC Services	1 Day	£0.00
08 Feb 2012	The EMC Directive and Technical Documentation	Course	York EMC Services	1 Day	£0.00
10 Mar 2010	Apple Final Cut Pro 7 Level 1 (FCP101)	Course	Apple	3 Days	£199.00

## Training and Development



Start Date	End Date	Course	Duration
27 Oct 2008	27 Oct 2008	Manual Handling Level 1	1 day
28 Mar 2006	30 Mar 2006	Project Management	3 days
16 Jan 2006	17 Jan 2006	Assertiveness & Influencing	2 days
06 Nov 2003	07 Nov 2003	Customer Service Excellence (Gober)	2 days
22 Mar 1999	23 Mar 1999	Presentation Skills	2 days
29 Apr 1998	29 Apr 1998	Motivation & Coaching	1 day
05 Nov 1997	05 Nov 1997	Planning & Organising	1 day

### Hobbies & Interests

Travelling - I really enjoy road trips in my car, and touring around Europe with my motorcycle.

Motorsports – I've always been very keen motorsport photographer, and have acted as pit crew for F1 & F2 Sidecar Teams in the past. More recently I spend around 10 weekends each year helping two friends who race Historic Formula Ford. I also help out another couple of friends who race various capacity motorcycles at the Southern 100 on the Isle of Man.

Photography – I'm currently re-discovering my love for photography and completed a photography course at the Oxford School of Photography at the end of January 2014.

Walking – I really enjoy hillwalking, especially around the Lake District & Brecon Beacons.

Technology – I've always had a serious love of technology and for as long as I can remember have done everything from building extreme gaming PCs, installing networks, recommending home cinema setups, fixing TVs etc for friends and family.

### In Summary

I believe I'm a focused and reliable person who can turn his hand to pretty much any challenge presented. I work well in project teams as both a member, and a technical lead when required.

I also work well alone and unsupervised – in the sense of being given a task and sorting out all the logistics that enable me to complete that task, not having to rely on others. (For example being told I've got to go to location X to fix machine Y).

I'm used to working with suppliers and technical staff based in the Far East and know how to progress projects and issues ensuring that the right level of pressure is applied to get results.

I enjoy travelling and working from customer / supplier locations and was quite fared for searching out deals to save costs on travel and accommodation.

I'm passionate about delighting customers and exceeding expectations and will go above and beyond to deliver those expectations.

I enjoy mentoring staff and passing on my skills and knowledge.

I believe that quality should never be sacrificed at any point during a product's lifecycle where ever possible.