



# YOU COUNT WITH GLORY

## PHILIPPE'S STORY



Name: Philippe

Current Role & Function:  
Field Service Engineer

Location: Niederwangen, Switzerland

Being a field service engineer is very multi-functional and exciting. Thanks to the extensive on-boarding program and my previous experience in computer software / hardware, I am able to operate independently and to serve the customer's needs. I enjoy my work. I'm eager to apply my knowledge as best I can and will go on to specialize in a specific area/ product.

support. On top of the technical expertise, it is also important to positively represent the Glory brand, and this means being accurate, friendly and polite - this is the customer service excellence and my goal every day.

Glory offer a good on-boarding program and my supportive colleagues helped me to operate quickly and efficiently.

I feel it is important to understand the customer's needs, their requirements and provide excellent

### CAREER HISTORY WITHIN GLORY GLOBAL SOLUTIONS

Field Service Engineer	
2015	Present

