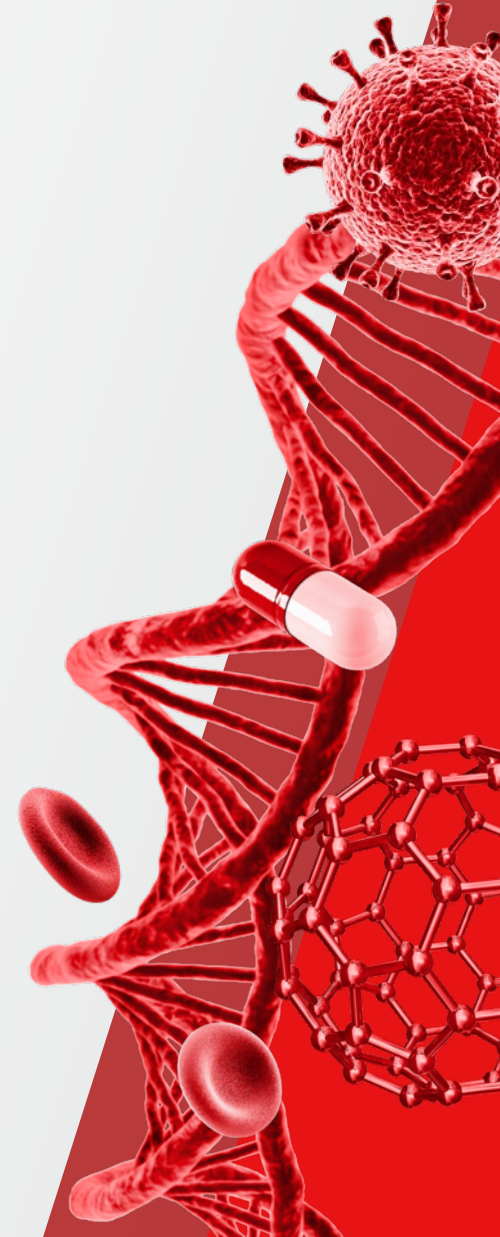


Industrial Service and Supply

Diana Shih

Manager, Application Scientists

 The world leader in serving science



Agenda

1 *My Career Journey*

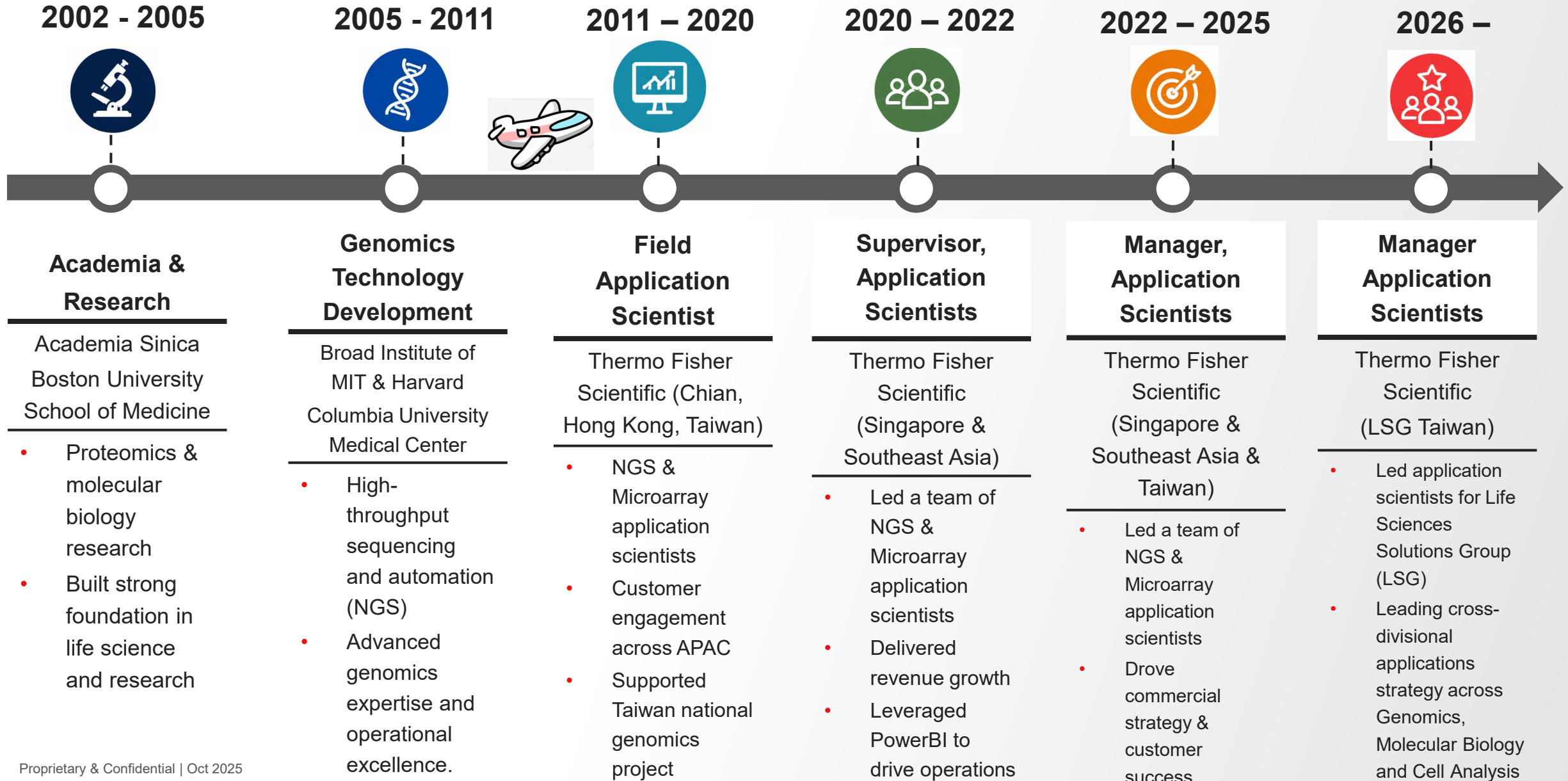
2 *Thermo Fisher Scientific Organization*

3 *People Behind Sciences*

4 *Finding the Right Fit*



Career Journey



Thermo Fisher Scientific organizational structure

Groups, Divisions and Sectors

Products and Technologies Sector						Biopharma Services Sector	
Life Sciences Solutions Group (LSG)	Specialty Diagnostics Group (SDG)	Analytical Instruments Group (AIG)	Laboratory Products Group (LPG)	Customer Channels Group (CCG)	BioProduction Group (BPG)	Pharma Services Group (PSG)	Clinical Research Group (CRG)
BID (Attune, EVOS, Countess)	CDD (Indiko)	CAD (Niton, iCAP, Nicolet)	LPD (Freezers, Centrifuges, BSC)	HMD	BCD (Gibco sera)	CTD Patheon	CDS PPD
CSD (Ion Torrent)	IDD (ImmunoCAP, EliA, Phadia)	CMD (Orbitrap, Vanquish)	LCD	RSD NA	SUD (Hyperforma, DynaDrive)	DPD	PASD
GSD (QuantStudio TaqMan, SeqStudio)	MBD	MSD (Cryo-EM)		RSD EU	FSD (POROS, CaptureSelect)	DSD	ASD
PSX (Olink)	PDX (B.R.A.H.M.S KRYPTOR)						EDD Clario
	TDX (LABScreen, LABType, One Lambda)						

Thermo Fisher Scientific Organizational Functions



People Behind the Science

Life Sciences Solutions Group (Taiwan)						(Regional Team)	
Supply Chain & Commercial Operation	Operations & Support	Marketing	Commercial	Application	Service	APJ	NA
Customer Service	Regulatory Affairs	Marketing Communications	Account Manager	Technical Application	Field Service Engineer	Regional Market Development Manager	Global Product Support
Supply Chain	Finance	Product Marketing	Technical Sales	Field Application	Service Support	Regional Technical Sales	Product Manager
Logistics	Accounting		Business Development	Field Bioinformatic	Account Manager	Regional Application Scientist	Global Service & Support Trainer
	EHS		Inside Sales			Regional Field Services	R&D Scientists
	IT		Sales Operation			Regional Service & Support Trainer	Medical Affair (APJ + NA)
	Facility					R&D Scientists	
						Quality Assurance	

Finding the Right Fit

Marketing

- Curious about markets and customer behavior (understanding customer needs)
- Comfortable with data and creativity (analyzing market trends)
- Collaborative with sales, application, product, and regional teams
- Able to simplify complex science into clear messages
- Experience through campaign execution, webinars, events, product launches, and sales tools.

Commercial

- Customer-focused
- Good listener, relationship builder
- Commercially minded (Understand business needs)
- Comfortable with targets (driving revenue growth)
- Able to coordinate multiple internal resources.

Finding the Right Fit

Application Scientists

- Scientifically curious
- Patient, calm under pressure
- Customer-centric empathy
- Strong problem solver, good teacher
- Able to explain technical concepts clearly.

Field Service Engineer

- Hands-on
- Calm under pressure
- Disciplined with documentation
- Comfortable working with electronics, or mechanical systems
- Customer communication

