

Get To Know our Team!

My motto : 'Memento mori'



ISMAEL EL FADLI RODRIGUEZ

CUSTOMER ENGINEER



1

How would you describe your function and your role within A&R ?

I'm part of the CEG (Customer Engineering Group) department, specifically for Rx equipment.

Our role is primarily Customer Project Manager.

We provide our expertise in ophthalmic optical inspection to our customers through our equipment (machines and instruments).

We are involved from the preparation and configuration of the machines at A&R, ensure their validation with the customer on-site and carry out their installation and final acceptance. Then, we train the customer in the use and understanding of our equipment.

Finally, we provide after-sales support, both in terms of software and as part of a process of continuous improvement of our machines' performance in our customer's laboratory.

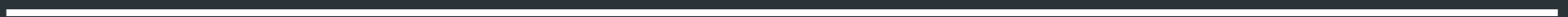


2

What kind of projects you are currently involved in? For you, what is your favorite or most interesting project so far?

Currently and for the coming year, I will be responsible for developing the CEG department within our Thai subsidiary (AROET), as well as strengthening the skills of our existing technical team on site.

As A&R is the world leader in ophthalmic optical lens inspection, we have several subsidiaries around the world, including one in Thailand and another in the USA, where the CEG department was established about a year ago.



3 What aspect of your job do you enjoy the most?

It's a job where you never get bored.

There are constantly new developments that allow me to learn more every day.

Being involved in the different stages of our products' lifecycle (preparation, installation and follow-up) makes the work very diverse.

Main professional challenges :

The main challenge is to meet our customers' expectations and needs in order to ensure their satisfaction.



I'm happiest when...

Often at the end of a commissioning, when I receive good feedback from the customer and see his enthusiasm for using and operating the equipment.

