

# REBECCA INGLIS, APPRENTICE MAINTENANCE ENGINEER HOLYTOWN, UK

## WHAT ATTRACTED YOU TO AS ROLE IN ENGINEERING FUNCTION?

Growing up I always knew I wanted to pursue a career in a technical based trade as I like to learn, challenge myself & solve problems. Within these roles you are always learning new skills that you can put into practice on a daily basis which attracted me to this role. There is always space for career progression & this isn't the case in some career paths.

## DESCRIBE A TYPICAL DAY IN YOUR FIELD?

I spend most days with the shift engineer's responding to breakdowns & completing planned preventative maintenance such as, cleaning panels and ensuring electrical equipment and connections within the panel are secure & undamaged. Breakdowns vary from electrical to mechanical issues, some that are obvious & others that require fault finding to locate the issue.

## WHAT DO YOU MOST LIKE ABOUT YOUR ROLE?

I enjoy the fact that no day is the same. I can go into work in the morning with an idea of what I may be doing with the other engineers on shift, but it could turn out completely different. Due to the work environment & combined experience of the team I work with including the skills I have been developing through both my practical & theoretical training the learning possibilities are endless.

## WHAT WOULD YOU SAY TO ANYONE THINKING OF JOINING THIS FUNCTION?

Go for it! Don't let the thought of engineering being a 'man's job' stop you from applying for a job you can see yourself doing. You don't need to have the most amazing grades to begin your career in any engineering role as there are many fantastic opportunities through modern apprenticeships with people helping you every step of the way.

## WHAT DO YOU THINK ABOUT DIVERSITY WITHIN MERSEN?

Mersen has taken many steps to become more diverse in the workplace, seeing more women joining engineering roles throughout the company shows what kind of place it is to work & that women feel comfortable within their workplace. Mersen is not only willing but is actively trying to have a more diverse work force, creating the next generation of female engineers.

## WHO WOULD YOU SAY WAS YOUR INSPIRATION WITHIN ENGINEERING?

My inspiration was my dad & my uncle, both have technical, hands-on careers & were always working around the house & on cars as I grew up so naturally I gravitated towards this type of roll. As a child I always wanted to be a nursery teacher or do a "man's job", after trying a career as a nurse practitioner, qualifying, & working for a couple of years I decided that a job within the engineering industry would suit me better as it is more hands on & requires a more complex thought process.



# EMILY McNALLY, EDM TECHNICAL SALES TEESSIDE, UK

## WHAT ATTRACTED YOU TO AS ROLE IN TECHNICAL FUNCTION?

My role at the moment is in development, but I like to know the hows & whys of things I find this interesting. I didn't just want to work on the shell of the egg I wanted to see what is inside & how it develops. Every day I am learning something new, I enjoy the interaction with the customer & developing customer relationships.

## DESCRIBE A TYPICAL DAY IN YOUR FIELD?

We don't have a typical day, every day is driven by our customers requirements. This can involve a site visit to a customer, working on quotations, following orders up, looking for new & potential opportunities, material & stock checking, but ultimately my goal is to receive an enquiry, quote it, process order, cut, pack & ship within 24 hours.

## WHAT DO YOU MOST LIKE ABOUT YOUR ROLE?

I like that no 2 days are the same, every day is driven by my customers. Its about been able to pick yourself up some days when you not have a successful day but that one call can make all the difference. We are able to determine our own work schedule. The mix of people that I deal with on a daily basis changes also, I appreciate repeat business as it means that we as a team are doing things right & that the customer is happy with the service that we are providing & I am looking forward to been able to progress my technical training now things are starting to open up again.

## WHAT WOULD YOU SAY TO ANYONE THINKING OF JOINING THIS FUNCTION?

Absolutely go for it, a bit cliché but you have nothing to lose, I have found everyone I work with has been so supportive & Mersen only ever encourage progression & learning. There are opportunities within Mersen to develop your role or knowledge base & every opportunity is available to all.

## WHAT DO YOU THINK ABOUT DIVERSITY WITHIN MERSEN?

I think it is important & offers a wealth of information from a wider pool of resources, it instils a culture of respect for each person's role & opinions within the business. Mersen is a global company & each persons voice can be heard the platform is available & Mersen promote this. I have never faced any barriers or felt as a female that I could not progress in my chosen field or have an opportunity to progress any more than a male colleague.

## WHO WOULD YOU SAY WAS YOUR INSPIRATION WITHIN TECHNICAL?

I would have to say that having worked with Janet Clarke I think she does an amazing job, her attention to detail & her knowledge of the products / markets she manages are inspirational. I would like to think that I could run the EDM side of the business in a similar way. Although that is not to take anything away from the other sales engineers they are all experts in their fields & are always available when I need advice or guidance this knowledge comes from experience.



# JANET CLARKE, PRODUCT MANAGER

## TEESSIDE, UK

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### **WHAT ATTRACTED YOU TO AS ROLE IN TECHNICAL FUNCTION?**

I've always enjoyed scientific or technical subjects so I was determined to make a career in this type of role.

This type of role provides opportunities to always learn and the satisfaction of providing technical and commercial solutions for our customers by working with Mersen colleagues.

### **DESCRIBE A TYPICAL DAY IN YOUR FIELD?**

Days are typically quite varied, I can be dealing with enquiries that need some technical input regarding material or design, preparing drawings, working with customers directly to support our business with them, but always considering the commercial aspect too.

I could also be providing technical support to our Mersen Affiliates to help them with their own local container glass customers.

Days quite typically involve working with our procurement, engineering and production teams and also some suppliers.

### **WHAT DO YOU MOST LIKE ABOUT YOUR ROLE?**

Overall, I think it's the satisfaction of supporting and solving technical needs of our customers

### **WHAT WOULD YOU SAY TO ANYONE THINKING OF JOINING THIS FUNCTION?**

I would say it's an opportunity to work in an interesting and varied customer-focussed role that has a blend of technical and commercial aspects involved.

### **WHAT DO YOU THINK ABOUT DIVERSITY WITHIN MERSEN?**

I think diversity is becoming a higher profile subject within Mersen, and although it can be a sensitive subject, it is known to have positive impacts on business. For example, diverse skills lead to broader and more adaptable attitude within companies and therefore more adaptable to market needs.



# VICTORIA STEPHENSON, PROJECT MANAGER

## TEESSIDE, UK

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### **WHAT ATTRACTED YOU TO AS ROLE IN TECHNICAL FUNCTION?**

At its essence I enjoy solving problems, and engineering trains you to understand a situation and find solutions.

### **DESCRIBE A TYPICAL DAY IN YOUR FIELD?**

Varied, from talking with customers, performing thermal design calculations to writing quotes. Each day is different and the emails never stop!

### **WHAT DO YOU MOST LIKE ABOUT YOUR ROLE?**

Being able to offer a solution to a customer, and to see that supplied and working for them. My role although technical is very customer focused like most functions in Mersen.

### **WHAT WOULD YOU SAY TO ANYONE THINKING OF JOINING THIS FUNCTION?**

Give it a go, engineering can be challenging but the rewarding careers makes up for it.

### **WHAT DO YOU THINK ABOUT DIVERSITY WITHIN MERSEN?**

The group are very supportive, but we need to each challenge our perspective, myself included, to see how we can make the workplace the place it should be. So, positive – but with a way to go.

### **WHO WOULD YOU SAY WAS YOUR INSPIRATION WITHIN TECHNICAL?**

I was really lucky to go on a short course at Birmingham Uni aimed at encouraging women into engineering fields, it inspired me to move into STEM subjects and apply for my degree in Chemical Engineering.



# ROBYN URZIA, APPRENTICE PROCESS TECHNICIAN HOLYTOWN, UK

## WHAT ATTRACTED YOU TO AS ROLE IN TECHNICAL FUNCTION?

In school, I always loved maths & solving problems so I knew this was an area I'd be interested in. Even when I ended up initially studying a different subject at University, I still ended up wanting to work in engineering as I was so interested in the idea of creating practical solutions for real-world problems.

## DESCRIBE A TYPICAL DAY IN YOUR FIELD?

As a part of the Quality department, my role focuses a lot on frontline technical support for processes on site & ensuring products meet our quality standards & specifications. Much of my work involves analysing data collected from various processes & using this information to investigate any problems or highlight opportunities for improvement. Often, these findings are used to help make improvements to the material or processes through larger projects.

## WHAT DO YOU MOST LIKE ABOUT YOUR ROLE?

One of my favourite parts of the job is that I can expect change in my day-to-day tasks and there is always something new to encounter on site- whether it is a new challenge or a new improvement! I always enjoy the opportunity to help make improvements on site through projects, trials or data analysis. I also love working with others and really appreciate that my role requires me to interact with everyone on site.

## WHAT WOULD YOU SAY TO ANYONE THINKING OF JOINING THIS FUNCTION?

I'd say that whether you are naturally analytical or not, if you are interested in finding solutions to problems & have an inquisitive mind, go for it! I think it's always worth exploring your interests & seeing where it leads. There are so many different opportunities in engineering as well, so there are various options for a career path.

## WHAT DO YOU THINK ABOUT DIVERSITY WITHIN MERSEN?

I think it's widely known that engineering has typically been a male dominated field for a very long time. It's great that we are now encouraging females to pursue their interests in the subject & strive for career progression in engineering roles. Diversity in any work place is always a strength, but in engineering especially, it introduces new & more varied ideas to spark innovation.

## WHO WOULD YOU SAY WAS YOUR INSPIRATION WITHIN TECHNICAL / ENGINEERING?

I would say my family has always inspired me to pursue more technical interests in STEM subjects, but I'll always remember the first time I heard this quote from my Maths teacher at school, which planted the seed in my mind to consider engineering: "Scientists discover, engineers create".

