

We are so excited to be introducing the members [of our Live Chat team!](#) These are the actual individuals, or Phenoms as we like to call them, who you could have the chance of speaking with when you submit a [Live Chat](#) question. Our technical experts are all here to help figure out and answer any technical question, no matter how difficult or easy it may seem.

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### Meet Live Chat Technical Expert – Kevin Luk



Located in Torrance, California USA

**Education:** University of California, Berkeley with a B.S. in Molecular Environmental Biology

### **Kevin's Background**

I've been with Phenomenex 4 years this coming Spring. I started on our sales team working with university, government, and medical center accounts and found that my favorite part of the job was chatting with customers about novel research and being their resource for method development and troubleshooting. As comes with the territory, I've worked with every field out there – from food, to omics, to natural products scientists doing drug discovery off the ocean floor. I've done my fair share of guiding students on chromatography basics, to doing deep dives with field leaders. I joined our Technical team at the start of 2019; while it's been a lot of work, I love that I can continue to work with and learn from our customers through chat!

**Years at Phenomenex** – 4 years

**Years as one of the Technical Experts** – 1 years

**Most Interesting Method Development:** Analysis of amino acids and nucleobases found in Martian meteorites

**Favorite Chats:** I love catching up with some of my old customers who come on chat and seeing what they're up to these days!

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Have a question for Kevin? Reach out to him via Live Chat now! It is a no-strings-attached

service that is designed to help just about everyone with the technical trouble shooting in the lab. Click the link or image below: [www.phenomenex.com/chat](http://www.phenomenex.com/chat)



Did you have a chance to meet another one of our technical experts, Zachary Woodward? Catch up with her in her introduction article here: <https://phenomenex.blog/2020/01/21/technical-experts-2/>

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