

Caretaker Spotlight



This month's Caretaker Spotlight introduces you to Hien Cao, HVAC Mechanical Specialist within LBRE. Hien was born in Viet Nam and at the age of 23 he and his brother got on a fishing boat and 7 days later they arrived in Hong Kong. They lived in a refugee camp for a year and next were transferred to the Philippines for another year before finally arriving in the United States in 1988. During those two years at the refugee camp, they were not allowed to leave the

camp to work at all. They were offered ESL (English as a Second Language) classes, so he started to go to school and learned how to speak English. He currently resides in San Jose, California where he has been since arriving in the United States. Hien has worked at Stanford for almost 20 years in this same role with LBRE.

Hien first heard about the open position from his friend that was currently working at Stanford. His friend told him the benefits are great and you should apply. He didn't have a lot of experience in HVAC but decided to apply anyway. He started as a temporary employee and was hired as an FTE (full time employee) two years later.

One of the most enjoyable parts of his job is the amazing team he gets to work with and how this environment challenges him to be the best he can be. "Teamwork is very important," says Hien. When he first started with Stanford, his skill and knowledge was limited because he didn't have a lot of experience in this line of work. During his first few months, he was able to work closely with his co-workers who were happy to teach him, show him the ropes and explain how each machine operates. Having a great team is very important because they can support each other wherever needed, especially when it comes to safety. He really appreciates how they have each others backs and he has learned so much over the years.

Hien works closely with our Building Managers especially when it comes to buildings or offices being too hot or too cold. He will get a call through work control to check on a specific building/space/room and will work to find the solution and keep the Building Manager updated on his findings. Sometimes it's an easy fix and other times it requires more work. Most of his time at work is spent responding to these work requests which also includes daily preventative maintenance to HVAC and heating systems.

Before coming to work for Stanford, Hien was a production supervisor for a cable company. He is very happy with the career path he choose and wouldn't change a thing. When he came to Stanford he had basic skills and has learned so much from his co-workers, trainings and daily hands on experience and has accomplished so much. He is very happy and satisfied with his current job. One of Hien's favorite stories is he was able to see a relocation of a large building from one location on campus to another. He was amazed and didn not think it was possible, but it was!

Outside of Stanford he enjoys spending time with his family, fishing, camping and gardening.



Hien has been married to his wife, Kim Nguyen for 28 years and they have 3 children, Dan is 27 years old, Kim Mai is 25 years old and Dillan is 15 years old. They have a husky named Mochi who is bilingual and understands English and Vietnamese at the same time.



Hien's work here will be valued for years to come. Thank you for your service to Stanford and helping build this institution's legacy.

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