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Work Experience:

Varian Medical, Customer Support Representative
Las Vegas, NV

February 2014-Present

- Certified Clinac Essentials
- Certified 4DITC
- Certified OBI
- Certified Portal Vision
- Certified True Beam
- Perform PMI and STB upgrades as needed
- Assist primaries with troubleshooting as needed

Varian Medical, Test Technician
Palo Alto, CA

November 2011-February 2014

- Test High Energy Linear Accelerator machines according to documented procedures.
- Troubleshoot machine at component level using schematics and available test equipment.
- Submit suggestions to update procedures whenever opportunities noticed for improvement.
- Ensure all tests are performed according to the company quality policy.
- Calibrate machine in accordance with set guidelines and procedures.
- Provide support to engineering team when testing new components.
- Document all work performed and maintain a log of all tools assigned in area.

Help Desk, DeVry University
Phoenix, AZ

September 2010-October 2011

- Provide technical support to students and staff.
- Maintain computer labs by ensuring functionality of computers.
- Service school network as needed.
- Install software on faculty and student computers.
- Remove viruses and update computers.

Hollywood Video, Store Manager
Phoenix, AZ

February 2008-July 2010

- Provided exceptional customer service with a focus in entertainment.
- Recruited and trained individuals who represented Hollywood Video's ideals.
- Supervised and scheduled 5-9 employees while maximizing customer experience.

Education:

Bachelor of Science in Biomedical Engineering Technology
DeVry University, Phoenix, AZ

Graduation October 2011

- Honor Roll Dean's List Recipient
- GPA - 3.30

Course Emphasis:

- Analog and digital design • Calculus 1-3 • Biomedical Imaging • Biomedical Engineering • Telemedicine

Military Experience:

United States Army- Specialist
Fort Carson, CO

July 1998-July 2002

While in the Army acted as a crew member of the Bradley Fighting Vehicle. Started on the crew as a loader and was responsible for supplying the turret with ammunition. Was later promoted to the driver's position and performed all scheduled maintenance.

I was later moved to the arms room and while in this position was responsible for all sensitive equipment. In the arms room I distributed and collected fire arms, night vision goggles, and all sensitive training equipment. In the arms room inventories were performed quarterly as well as after the completion of every training deployment.

When my cycle at the arms room was completed I was asked to be the driver for the First Sergeant. I accepted the responsibility, which not only included transporting the First Sergeant but also ensuring that the vehicle was ready and available at all times. While in field training exercise I was required to be available at all hours of the day to transport the First Sergeant to meeting and reconnaissance of future training sites.

Skills:

Highly Analytical
Independent Problem Solving
Task Oriented
Time Management
Priority Focused
Customer Care

Team Management
Labor Cost Management
PNL Reporting
Electrical Diagnostics
Advanced Troubleshooting
Microsoft Office

High Proficiency with Windows
Basics in Network Management
High Proficiency with DOS
Digital Multimeter
Oscilloscope
Flexible