

## WILLIAM A. CALDERON

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US-Citizen – Bi-Lingual

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### SERVICE & BUSINESS DEVELOPMENT PROFESIONAL

#### *Project Planning, Maintenance and Service – Client Consultation & Relationship Building*

Customer service – focused professional with track record of solid performance and accomplishments supporting IT and Medical Imaging Service. Took part as entrepreneur and established a strong presence within technology-oriented markets in the medical imaging industry to develop strategies and to identify a growing and diverse business, while maintaining a superior level of service. Utilize creative thinking, and superior problem solving skills and engineering to overcome challenges. Hold excellent computer knowledge in hardware, software and medical imaging equipments with strong technical skills to benefit the long-term success of a solution-focused organization. **Core competencies include:**

■ Digital Radiography GE | Fujifilm | Canon | DelMedical ■ X-Ray Digital CR Readers-Kodak | Fujifilm ■ Film Laser Printers Fujifilm | Codonics | Afga | Kodak ■ GE | Fujifilm Mammography ■ Biological Analyzers ■ PACS and DICOM Modality Connections ■ GE-X-Ray OEC | AMX Series ■ Nuclear Cameras ADAC ■ CT | MRI MedRad Injectors ■ GE CT 4 | 16 Slice Scanners ■ OR tables biodex, idi & Stille ■ Electronics and Electro- Mechanical Devices, Stepper Motor controllers, encoder motors, servo motors and programmable logic controllers (PLC) and suctions pumps ■ Windows Networking -Peer to Peer, Client-Server, & Domain Models ■ IBM – Dell (Desktop | Laptops) ■ Windows NT(4.0) | 2000 | XP | 2003 | Vista | 7 | Unix Operating Systems ■ DHCP, TCP/IP, DNS, WINS ■ SQL-Database Admin ■ Symantec Norton Antivirus, LogMeIn | Ghost | TeamViewer ■ Install Routers, HUBS & Switches ■ Training and Development ■ MS Office 2003 | Photoshop | MS Project ■ Use of Test Equipments: Oscilloscope, VOM Meter, Logic Probe, KV-Meters and MAS-Meters.

### PROFESIONAL EXPERIENCE & KEY ACCOMPLISHMENTS

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#### **Field Engineer Technical Consultant (Self-Employ)**

**Hollywood, Florida**

**2015 – Present**

##### **Installation & Service of Imaging and IT Clinical Systems.**

Provide services to third-party imaging vendors by coordinating installations, maintenance and repair services to Fujifilm and kodak CR's; General analog and digital X-Ray unit; MedRad Contrast Injectors and OR Surgery Tables; CT GE scanners and Dicom PACS network systems. Follow manufacturer's instructions and establish procedures for service vendors and document services and installations by completing forms, reports, logs, and records.

Offer IT Clinical support for the image and information integrity of the PACS and provide solutions for digital imaging activities within the x-ray reading department, with image workflow, archiving, auto routing and pre-fetching. Work closely with the unit operations manager to ensure timely and complete capture of DICOM image data into the PACS as well as network transmission, RIS validation, and exception handling and other related activities.

Maintain customer confidence by keeping service information confidential. Maintain rapport with customers by examining service request; identifying solutions; suggesting improved methods and techniques and recommend system improvements. Order and gather components and parts and perform acceptance test and calibrations.

Qualifications: Electronics Troubleshooting, Analyzing Information, Judgment, Client Relationships, Equipment Maintenance, Reporting, Confidentiality, Quality Focus, Results Driven, Supply Management, support and work both remotely and on customer sites to perform task, testing of software applications, hardware devices and network, configurations, integrations, testing, optimizations, implementations and debugging.

#### **Diagnostic Equipment Service Corp.**

**Davie, Florida**

**2013 – Dec.2014**

**Service Engineer (Sub-Contract)** - Responsible for servicing multi-modality medical equipment, supporting customers and in-house biomedical engineers with Kodak and Fujifilm CRs, Laser Dicom Cameras, 4/16 slice GE CT, General Analog/Digital X-Rays, AMX & OEC-Portable C-Arms, MedRad contrast Injectors and surgical OR tables (biodex, idi & Stille). Performed Preventive Maintenance to surgical, hospitals and Imaging centers throughout Miami/Fort Lauderdale, Naples, Tampa, Orlando and West Palm Beach

<b>Medical Diagnostics Service Group, LLC</b>	<b>Hollywood, Florida</b>	<b>2010 – 2013</b>
<p><b>Service Engineer</b> - Responsible for daily assignments of tasks pertaining to equipment repairs and support with multi-modality medical imaging equipment; X-Ray DR, CR, OEC, single-quad and sixteen slice GE QXi/CTi and Lightspeed CT scanners. Provided tier II support for assigned customers in Latin America on clinical [PACS] &amp; [Dicom] functions. Managed the growth and profitability of the field service time &amp; material, parts and service contracts and maintaining a high level customer satisfaction. Orchestrated project installations, implementations and de-installations with field service engineers, and collaborated with MD Service Group new business opportunities.</p>		
<b>Medical Diagnostics Service Group, LLC</b>		
<b>Regional Manager – Fisher Solutions (Sub-Contract)</b>	<b>Troy, Michigan</b>	<b>2010 – 2011</b>
<p>Responsible for effectively and efficiently managing service operations for Fisher service contract accounts, Support Service Operation to ensure the completion of departmental repairs by OEM and third party vendors. Analyze assets in the field to determine effective servicing plans, developed and managed relationships with independent service vendors for ongoing contractual services as necessary and managed proposals and presentations to secure sales and contracts. Established and maintained access to accounts through account management by phone or personal visits based on accounts assigned to Fisher Solutions.</p>		
<b>Co-Partner - Managed Medical Imaging, LLC</b>	<b>Davie, Florida</b>	<b>2007 – 2010</b>
<p>Partnership In creating Managed Medical Imaging and orchestrating the service, sales and consultation for multi-modality imaging industry. Responsible for building and leading the company to engage hospitals, urgent care and medical centers in the service and repairs of medical imaging equipment, and ensured effective business relationship with suppliers, part vendors and OEM manufactures.</p>		
<b>Service Engineer - Fujifilm Medical Systems</b>	<b>Ft. Lauderdale/Miami</b>	<b>2005 – 2007</b>
<p>Responsible for maintaining, Servicing and Repairing Fujifilm related product lines; Computed Radiography (CR's), Digital Radiography (DR), Laser Imagers, Film digitizers, Mammography and Biological Analyzer. Provided on-site technical support Synapse PACS (Picture Archive Computer Systems) and interface DICOM connections via multi-modality equipment. Orchestrated the installations, site planning, and certifying equipment ready for use and staged workstation using Ghost clients in a Windows Operating System environment. Keep record of system performance, service reports, activities logs, preventive maintenance, and parts inventory.</p>		
<b>Service Engineer – Virtual Imaging Systems</b>	<b>Deerfield Beach, Fl</b>	<b>2003 – 2004</b>
<p>Responsible for day-to-day corrective and preventive maintenance, adjusted and calibrated Nuclear Cameras and OR mobile X-Rays. Ensured complete captures of DICOM image data into PACS/RIS as well as network transmission. Maintained physical LAN devices, network hardware configurations and ensured studies were flowing from modalities to the archive-server and to the reading stations through the various interfaces and processing queues.</p>		
<b>System Analyst – Navix Radiology Systems</b>	<b>Coconut Grove, Fl</b>	<b>2001 – 2003</b>
<p>Implemented and installed medical hardware devices and provided support for the assigned Radiology Clinics. Provided support to the Radiology E-Film/Merge (PACS) and Dictaphone application using SQL server database in a three-tier client/server environment. Deployed ghost Images to workstations and Laptops at Doctor's office and planned upgrades with Microsoft and patient medical records.</p>		
<b>Support Specialist – Ultimate Software Group, Inc</b>	<b>Weston, Fl</b>	<b>1998 – 2001</b>
<p>Provided support to the training facilities throughout the United States, supported Microsoft SQL server by Rebuilding Databases, Tables, Views, and Stored Procedures. Developed and Implemented PC migration projects using ghost imaging technology on workstations. Maintained and Supported network print servers and directory domain services and monitored network traffic to (California, Texas, New Jersey, Chicago and Georgia) via PCAnywhere. Implemented and documented disaster recovery and contingency plans for local offices and developed Cheyenne backup systems and Norton Antivirus procedures.</p>		
<b>IT Project Consultant – Alternative Resource Corp</b>	<b>Miami, Fl</b>	<b>1994 – 1998</b>
<p>Designed and planned IT solution support through out Dade, Broward and Palm Beach County by carrying out hardware and software assignments of small and medium businesses. Implement PC migration projects using ghost imaging technology on workstations, and provided field network support with LAN/WAN devices monitoring connectivity of Windows NT (4.0) file servers, routers, hubs, switches, modems and DSL/T1Technologies. Managed active directory and administer users, groups and policies, logon scripts and print sharing and performed windows updates and service packs in accordance with approved policies and procedures of Microsoft.</p>		

**Field Service Technician – Canon/Leslie Supply, Inc****New York, NY****1990 – 1994**

Provided Field Service support Installations, repaired and maintained canon imaging business machines, set-up IBM Computer Systems and Laser Printers. Isolated and replaced faulty computer components, upgrades of IC Chips and replaced electronics boards, worn sprockets, gears and clutches. Established and maintained a high level of customer satisfaction with Canon products in the Wall Street section of lower Manhattan.

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**EDUCATION**

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- AMS Technical Institute of Technology      1989 – 1990      Associate / Electronics
- Industry Certified on Fujifilm Medical Systems (CR, Laser, PACS and Mammography)
- Industry Certified on Canon Products
- Certified on MEDRAD injector for computed tomography (CT) and magnetic resonance (MR) imaging
- Microsoft Certification on Microsoft Word, Excel, PowerPoint
- Microsoft SQL 7.0 Administration , Cisco Interconnecting Network Devices & CompTIA A+