**Radiation Oncology Service Engineer**

*Field of Preference: Linear Accelerator Servicing*

**Qualifications Profile**

Accomplished, multi-faceted and results-driven field service engineer working for manufacturing organizations; offering twelve years of experience in maintenance, troubleshooting and repair of technically complex diagnostic imaging and radiation oncology medical systems. Armed with a proven track record of success with prestigious customers in the Los Angeles region in customer service, computer and electronics troubleshooting and backed by excellent mechanical aptitude and a high-level of customer rapport; apt in developing and executing projects as part of a team or independently with limited to no supervision while ensuring conformance with budget estimation, timeframe, working well under pressure and in high stress situations. Strong interpersonal and communications skills.

**Summary of Experience**

**Operations Management and Process Improvement**

* Reduced equipment malfunctions by 35% for a 500-bed hospital by initiating a preventive maintenance program.
* Developed equipment specific checklists to ensure accuracy and standardization of equipment maintenance resulting in saving over 40 man hours a week for a 5-team Biomed department.
* Strategic role in developing field quality control process for a problematic medical facility.

**Service Development and Implementation**

* Instrumental in establishing a 17 system imaging service contract at UCLA.
* Oversaw all aspects of operations for daily servicing of a negative client resulting in client turn-around and high marks by client and immediate manager.

**Client Management and Evaluation**

* Lead service engineer for the UCLA Radiation Oncology Center and various prestigious customers in the Los Angeles region with a high-level of customer rapport.
* Serviced over $24 million of radiation therapy equipment with a 98.7% annual uptime with a high level of customer service satisfaction.

**Work Chronology and Key Accomplishments**

**Field Service Engineer, Radiation Oncology**  2006 – 2014

Varian Medical Systems - Palo Alto, CA

* Trained on and performed maintenance, service, and repair on various Varian linear accelerators: LE and HE Clinacs, Novalis TX, Silhouette, Trilogy, and TrueBeam.
* Trained and experienced with HD MLC, Millennium MLC, Respiratory Gating, Ximatron, and XimaVision,
* Serviced imaging systems: MV Portal Vision, OBI/CBCT, and SonArray Ultrasound.
* Worked with Windows XP computers, installed and upgraded the OS and Varian system software, troubleshoot and diagnosed issues, performed system and network integration.
* Performed daily administrative and service documentation using SAP and various Microsoft Office programs, maintained and updated customer’s service documentation.
* Experienced on the Helpdesk, provided phone support for customers, utilized system remote diagnostics to identify and correct issue, coordinated on-site service if required.

**Field Service Engineer, X-Ray Imaging** 2002 – 2006

G.E. Medical Systems - Waukesha, WI

* Formally trained on and performed maintenance, service, and repair on general Rad, Fluoroscopic, Mammography, and portable X-ray imaging systems.
* Electronic troubleshot to component level using schematics, flow diagrams, specification data, and assorted test equipment.
* Communicated and work closely with customers to, coordinate, schedule and perform planned maintenance, upgrades, and system modifications.
* Certified and performed advanced driver training for field service engineers, instructing on the Smith System and advanced safe driving techniques.

**Field Service Engineer, Ultrasound Imaging** 2000 – 2002

Acuson, Siemens Healthcare - Mountain View, CA

* Primary service engineer for 110 medical ultrasound imaging systems and backup on 240 additional systems.
* Performed system service and repair, installations, hardware and software upgrades, and network integrations.
* Assisted in maintenance on NT-based KinetDx PACS systems for DICOM image storage, transfer, and archiving.
* Coordinated training and applications for customers as needed.

**Field Service Engineer, X-Ray Imaging**  1996 – 2000

Fisher Imaging Corporation – Denver, CO

* Trained on and performed installation, calibration, preventive maintenance, service and repair on fluoroscopic, general Rad, and mammographic diagnostic imaging systems.
* Specialized in Mammography and Unix-based Stereotactic Biopsy systems.
* Primary engineer for the Los Angeles County, Central California, and Hawaii regions.
* Responsible for application training of customers on upgrades and some new installations.
* Manage and maintain inventory, spare parts, and trunk stock.

**Customer Service Representative, Biomedical**  1995 – 1996

CORH Incorporated – Canoga Park, CA

* Part of a team of 5 engineers that took over service of a poorly maintained in-house biomedical service department, restructuring and revamping service.
* Responsible for the Preventive Maintenance program of a 500 bed hospital with a 99.4% monthly completion.
* Performed preventive maintenance, service and repair of all medical equipment throughout all areas of a fully equipped hospital as needed.

**Biomedical Equipment Repair Technician**  1991 – 1995

United States Air Force – McClellan AFB, CA

* Received formal training on operation and servicing for a vast array of biomedical equipment, to include X-Ray and surgical lasers.
* Responsible for the preventive maintenance and initial acceptance inspection program of a 40 bed hospital consisting of over $9.3 million worth of inventory.
* Developed equipment specific checklists, ensuring standardization and completeness of equipment maintenance, saving approximately 40 man hours per week.
* Reduced equipment malfunctions by 35% through a more thorough preventive maintenance program.
* Performed maintenance, service, and repair of medical and dental equipment as needed.

**Education**

**Bachelor of Science Information Technology (*In progress*)**

Brandman University - Irvine, CA

**Associates in Applied Science: Biomedical Equipment Technology**

Community College of the Air Force - Montgomery, AL

**Biomedical Equipment Journeyman Course**

77th Medical Group, USAF - McClellan AFB, TX

**Electronic Principles and Biomedical Equipment Apprentice Course**

82nd Medical Training Group, USAF - Sheppard AFB, TX

**certifications**

A+, CompTIA, Network+, CompTIA, MCDST - Microsoft Certified Desktop Support Technician,

MCP - Microsoft Certified Professional

**Affiliations**

Assistant Troop Leader & Cub Master, **Boy Scouts of American**