

Biomedical Field Service Engineer

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Dedicated Biomedical Field Service Engineer with 10 years of experience in installing, troubleshooting, and maintaining medical equipment. Proven track record of enhancing customer satisfaction through effective technical support and service excellence.

📌 Toronto, ON

1. Executed installation, upgrades, and repairs on biomedical equipment at healthcare facilities.
2. Diagnosed and resolved mechanical, electrical, and software issues efficiently.
3. Managed documentation for service and maintenance activities to ensure compliance.
4. Delivered timely technical support and guidance to healthcare professionals.
5. Assisted customers with site preparation and equipment setup for seamless operations.
6. Collaborated with sales teams to provide technical insights during equipment demonstrations.
7. Maintained a high standard of customer service, resulting in strong relationships and repeat business.

📌 Seattle, WA

1. Led installation projects for various medical devices, ensuring adherence to safety standards.
2. Kept detailed logs of service activities and customer interactions to enhance service delivery.
3. Facilitated training sessions for staff on equipment usage and maintenance protocols.
4. Conducted quality checks and audits of services rendered to ensure customer satisfaction.
5. Identified and communicated sales leads to the sales team for potential contract renewals.

📌 Denver, CO

Focused on medical device design, electronics, and biomaterials.

Equipment Calibration



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- 🌟 Achieved 95% customer satisfaction ratings in service feedback.