

Erick Alexander

Clinical Engineering Imaging Specialist II

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 Louisville, KY 40202

STRENGTHS

-  **Exceptional Customer Service**
Known for providing clarity in explanations of complex technical issues, building valuable trust with clients.
-  **Strong Team Collaboration**
Frequent collaborator with clinical staff, serving as a trusted resource for equipment operation insights.
-  **Adaptable Learner**
Quickly grasps new technologies, consistently increasing capabilities that directly benefit patient caregiving.
-  **Attention to Detail**
Diligently notes discrepancies in standard practices during audits, ensuring regulatory compliance.
-  **Proactive Problem Solver**
Takes initiative to troubleshoot most common issues with diagnostic imaging equipment before escalating to higher authority.

SKILLS

- Diagnostic Imaging

Preventative Maintenance

Regulatory Compliance

ISO Quality Standards

Technical Support

Equipment Repair

Vendor Liaison

Training & Development

Safety Protocols

Asset Management

Calibration Standards

Customer Relations

Workflow Optimization

SUMMARY

Passionate about ensuring patient care through top-tier support of diagnostic imaging technologies. Excels at routine maintenance and repairs on various modalities, such as Ultrasound, X-Ray, MRI, and Fluoroscopic equipment. Committed to upholding ISO quality standards while also navigating clinical demands. Collaborates effectively with healthcare professionals, resolving challenges by implementing innovative solutions in equipment operations and training. Taking pride in fostering strong partnerships with vendors and clinicians, promotes seamless communication across departments. Keeps abreast of new advancements in medical technology, continuously seeking certifications to remain proficient.

EXPERIENCE

Clinical Engineering Imaging Specialist

Innovative Health Systems

 March 2021 - Present

 Louisville, KY

- Leads diagnostic imaging maintenance and support efforts. Works closely with cross-functional teams to ensure compliance with quality and safety standards within the department.
- Deliver technical support for a wide variety of diagnostic imaging systems, leveraging extensive knowledge of industry best practices.
 - Conduct preventative and corrective maintenance on Ultrasound, X-Ray, MRI, and Fluoroscopic equipment, enhancing patient outcomes.
 - Collaborate with clinicians to assess imaging needs and propose effective technology enhancements that reduce delays in patient care.
 - Maintain service records and metrics aligned with the Medical Equipment Management Plan (MEMP), ensuring transparency and regulatory adherence.
 - Facilitate educational sessions highlighting operational proficiency of emerging imaging technologies among clinical staff.
 - Engage in ongoing professional development initiatives and certifications, keeping skill set current with technological advancements.

Imaging Equipment Technician

Visionary Medical Group

 June 2019 - February 2021

 Louisville, KY

- Provided comprehensive imaging equipment support, focusing on reliability and service efficiency under pressure. Built robust vendor relationships vital for service efficacy.
- Executed thorough diagnostics and repairs on advanced imaging systems to guarantee minimal interruptions in equipment availability.
 - Directed asset control protocols utilizing authorized tools leading to reliable inventory management and precise reporting.
 - Acted as liaison for modality vendors, strengthening lines of communication for mutual understanding and efficient collaboration.
 - Contributed to creation ingrained training materials regarding proper operation and meticulous safety procedures for clinical staff.
 - Led inquiries into quality assurance audits that fueled continuous improvement campaigns focused on both services and consumer interactions.
 - Achieved elevated customer satisfaction ratings through targeted interventions addressing operator concerns.

Biomedical Equipment Technician

HealthTech Solutions

 January 2016 - May 2019

 Louisville, KY

- Provided high-level biomedical engineering support across multiple modalities, translating recent advancements into day-to-day operations for optimal functionality.
- Performed essential inspections and troubleshooting on imaging machinery, acting swiftly to limit downtime and bolster facility capabilities.

Documentation Accuracy

Process Improvement

LANGUAGES

English Native

Spanish Proficient

MY CAREER



Clinical Engineering Imaging Specialist at Innovative Health Systems (5.4 Years)

Imaging Equipment Technician at Visionary Medical Group (1.7 Years)

Biomedical Equipment Technician at HealthTech Solutions (3.3 Years)

- Collaborated with diverse teams on equipment upgrades aligning with current clinical practices and safety expectations.
- Sustained records articulating all aspects of equipment performance history and ongoing relevant compliance checklists.
- Engaged actively in professional accreditation programs, staying ahead of industry shifts that enhance technical prowess.
- Recognized repeatedly for outstanding service contributions, driving organizational improvements through proactive communication.

LEADERSHIP & AWARDS

- Certified Biomedical Equipment Technician (CBET)
- Certified Radiology Equipment Specialist (CRES)

EDUCATION

Associate of Applied Science in Biomedical Equipment Technology

Louisville Technical College 🎓 GPA: 3.5 📅 2016 📍 Louisville, KY

Coursework: *Healthcare Technology Management, Electronics Fundamentals, Safety Standards for Biomedical Devices, Imaging Systems Operations*

CERTIFICATIONS

- Certified Biomedical Equipment Technician (CBET) 📅 2021
- Certified Radiology Equipment Specialist (CRES) 📅 2022

TECHNICAL SKILLS

- **Imaging Modalities:** Ultrasound, X-Ray, MRI
- **Maintenance Tools:** Service Manuals, Diagnostic Software, Calibration Equipment
- **Regulatory Standards:** ISO 13485, AAMI Guidelines, FDA Regulations
- **Quality Assurance Procedures:** PM Program, Audit Checklists, Compliance Testing
- **Technical Documentation:** Service Logs, Maintenance Records, User Manuals
- **Operational Efficiency:** Performance Metrics, Process Improvements, Workflow Analysis
- **Training Resources:** Instructional Videos, Workshops, Training Guides
- **Asset Management Systems:** Inventory Control Software, Asset Tracking Tools, Configuration Databases
- **Troubleshooting Techniques:** Diagnostic Tests, Repair Protocols, Error Code Analysis
- **Clinical Liaison Skills:** Cross-Department Communication, Vendor Management, Stakeholder Engagement

PROFESSIONAL AFFILIATIONS

- Member of the Association for the Advancement of Medical Instrumentation (AAMI)
- Active participant in the Kentucky Biomedical Society

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST