

Ava Velasquez

Imaging Service Engineer

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STRENGTHS

-  **Exceptional Troubleshooting Skills**
Quickly identify and fix technical issues under pressure, ensuring minimal disruption to service delivery.
-  **Strong Customer Relations**
Enhanced trust from customers by consistently providing reliable follow-up services and support for equipment concerns.
-  **Attention to Detail**
Thoroughly complete service documentation to ensure compliance with healthcare requirements and avoid potential issues.
-  **Effective Communication**
Maintain clear dialogues with clinical teams, translating complex technical language into understandable terms during training.
-  **Proactive Learning Attitude**
Pursue continuous education opportunities and certifications to keep abreast of industry innovations.

SKILLS

- Medical Imaging Equipment
- Troubleshooting and Diagnostics
- Customer Service
- Technical Documentation
- Regulatory Compliance
- Team Collaboration
- Electrical Systems
- Mechanical Repairs
- Quality Standards Field Operations
- Healthcare Regulations
- Emergency Response
- Clinical Support

SUMMARY

Driven Imaging Service Engineer with five years in medical imaging equipment service and troubleshooting. Collaborated closely with clinical teams, ensuring effective diagnostics and repair of complex imaging equipment across diverse environments. Maintained exceptional service standards through proactive problem-solving, safeguarding operational efficiency and compliance with industry regulations. Demonstrated key competencies in customer relationship management while documenting detailed service reports. Emphasized training for healthcare staff on imaging technologies to bolster safety protocols and operational productivity. Passionate about leveraging technical skills to contribute positively to patient care and team success.

EXPERIENCE

Imaging Service Engineer

TechMed Solutions  June 2021 - Present  Topeka, KS

- Serving as an Imaging Service Engineer at TechMed Solutions, focused on installation and maintenance of diagnostic imaging systems. Oversaw equipment operations throughout Eastern Kansas, delivering tailored technical support to clinical teams.
- Conduct installations and preventive maintenance for advanced imaging equipment, ensuring consistent performance.
 - Troubleshoot electrical and mechanical faults using top-notch diagnostic tools and comprehensive documentation.
 - React promptly to service calls, significantly minimizing downtime for essential medical devices.
 - Forge strong relationships with clinical staff, communicating effectively regarding your operation and repairs.
 - Generate thorough service records that align with stringent healthcare regulations, maintaining excellence in quality.
 - Offer hands-on training and ongoing technical support to healthcare professionals on equipment utilization.

Field Service Technician

MedImaging Corp  April 2019 - May 2021  Lawrence, KS

- As a Field Service Technician at MedImaging Corp, showcased expertise in servicing medical imaging modalities. Drove improvements in equipment calibration and compliance with safety regulations, impacting the overall quality of care.
- Executed installations and calibrations of imaging machines, ensuring strict adherence to manufacturer protocols.
 - Collaborated efficiently with clinical personnel to diagnose issues and activate effective solutions.
 - Supported maintenance efforts on CT, MRI, and Ultrasound equipment, championing high accuracy and reliability.
 - Documented and shared service updates, ensuring seamless communication within the healthcare provider network.
 - Stayed informed through continuous training on cutting-edge imaging technology advancements.
 - Assisted with urgent service requests, preserving machine readiness and superior service quality.

Biomedical Engineering Intern

BioTech Innovations  June 2017 - August 2018  Overland Park, KS

- During internship at BioTech Innovations, supported engineering teams with hands-on experience in the installation and upkeep of diagnostic imaging systems. Facilitated team projects, contributing to essential repairs and routine inspections to enhance efficiency.
- Helped install and maintain various diagnostic imaging devices, underpinning skilled engineering operations.
 - Gained exposure to the functionalities of CT and MRI systems, developing troubleshooting proficiencies.

Preventative Maintenance

Communication Skills

Service Reporting

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



● Imaging Service Engineer at TechMed Solutions (5.2 Years)

● Field Service Technician at MedImaging Corp (2.1 Years)

● Biomedical Engineering Intern at BioTech Innovations (1.2 Years)

- Implemented strict inspection schedules for imaging equipment to guarantee compliance with established safety standards.
- Detailed service logs and assisted in maintaining organized records of operational activities, enhancing workflow.
- Engaged in collaborative efforts across different functional areas, improving technical support mechanisms.
- Provided indispensable support for experienced engineers during hands-on systematic repairs.

LEADERSHIP & AWARDS

- Employee of the Month at TechMed Solutions for outstanding customer support and technical proficiency.
- Recognition by MedImaging Corp for exemplary teamwork and contributions to field service initiatives.

EDUCATION

Bachelor's Degree in Biomedical Engineering

University of Kansas 🎓 GPA: 3.7 📅 2018 📍 Lawrence, KS

Coursework: Medical Imaging Systems, Electronics, Diagnostics, Safety Regulations

CERTIFICATIONS

- OEM Certification - Siemens 📅 2020
- OEM Certification - Philips 📅 2021

TECHNICAL SKILLS

- **Diagnostic Tools:** Multimeter, Oscilloscope, Imaging Software
- **Imaging Modalities:** CT, MRI, Ultrasound
- **Safety Regulations:** FDA Standards, ISO Compliance, HIPAA Guidelines
- **Repair Techniques:** Calibration, Testing, Parts Replacement
- **Communication Tools:** Slack, Zoom, Microsoft Teams
- **Documentation Standards:** ISO Quality, Service Logs, Technical Reports
- **Training Methodologies:** On-the-job Training, Workshops, Webinars
- **Field Service Management:** Work Order Systems, Mobile Applications, Inventory Control
- **Operating Systems:** Windows, Linux, macOS
- **Project Management Tools:** JIRA, Asana, Trello

PROFESSIONAL AFFILIATIONS

- Member of the IEEE Engineering in Medicine and Biology Society, staying current with industry developments.
- Active participant in local STEM initiatives promoting career growth in engineering fields.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST