

BRIELLE COOPER

MEDICAL IMAGING FIELD ENGINEER

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STRENGTHS

-  **Effective Communicator**
Understanding client needs is crucial. Clients frequently praise approachability, giving them confidence in my support methods.
-  **Customer-Focused**
Consistent achievements in earning repeat business. Customer feedback often highlights exceptional attention to detail.
-  **Dependable Technician**
Able to handle technologies with great precision, resulting in minimized errors during complex job setups and troubleshooting.
-  **Proactive Learner**
Continuous training ensures methods are aligned with industry practices, receiving positive comments regarding knowledge adaptability.
-  **Strong Problem-Solver**
Contingency plans help alleviate potential setbacks. Colleagues have noted effectiveness under pressure developing functional alternatives.

SKILLS

Medical Imaging Equipment Maintenance
Customer Relationship Management
Troubleshooting and Problem Solving
Preventative Maintenance Procedures
Technical Documentation
Inventory Management

SUMMARY

Experienced Medical Imaging Field Engineer with over six years in maintaining and repairing medical imaging equipment. Proven ability to deliver repairs quickly and provide effective training for operators, boosting customer satisfaction. Skilled at managing both financial performance and client relationships. Proficient in service test equipment and preventative maintenance while working independently. Passion drives dedication to ensuring operational integrity of imaging systems at healthcare facilities. Committed to supporting improvements in patient care through quality technical support and adherence to compliance standards.

EXPERIENCE

Medical Imaging Field Engineer

Innovative Imaging Solutions  January 2022 - Present  Denver, CO

Managed field service operations for CT, MR, and MI equipment across numerous medical facilities. Ensured high uptime rates by implementing rigorous troubleshooting and preventive measures. Connected effectively with customers to better understand their needs and enhance relationships.

- Executed installations and troubleshooting on Siemens Healthcare imaging systems, achieving minimal client downtime while maximizing equipment reliability.
- Performed regular preventative maintenance checks to optimize system functionality, fostering an environment of safety and efficiency.
- Trained personnel on operational best practices, resulting in improved proficiency among operators when engaging with medical systems.
- Engineered a streamlined inventory management process that enhanced responsiveness and readiness for repair visits.
- Collaborated with administrative teams to keep detailed logs of customer interactions and service records, ensuring accountability and follow-through.
- Established strong rapport with clients, leading to successful long-term contracts based on trust and satisfaction.

Field Service Engineer

Healthcare Equipment Services  June 2018 - December 2021  Boulder, CO

Provided dedicated support for diagnostic medical equipment maintenance to diverse healthcare providers throughout the Boulder region. Focused on customer needs while adhering to rigorous safety and regulatory standards.

- Conducted timely repairs across several healthcare facilities, ensuring continual access to essential diagnostic tools vital for patient care.
- Fostered meaningful client relations, tailoring service solutions to meet specific critical operational requirements and enhancing user experience.
- Monitored adherence to safety protocols during all equipment services, contributing to overall compliance and reducing legal risk.
- Maintained detailed reports of inspections, findings, and corrective actions taken, greatly benefiting management and operational transparency.
- Led training initiatives that empowered health professionals to better utilize equipment efficiently, increasing productivity and safety standards.
- Developed best-in-class service protocols leading to significant operational efficiencies recognized by management.

Biomedical Technician

Precision Medical Solutions  February 2016 - May 2018  Fort Collins, CO

LANGUAGES

English	Native
Spanish	Proficient

MY CAREER



- Medical Imaging Field Engineer at Innovative Imaging Solutions (4.6 Years)
- Field Service Engineer at Healthcare Equipment Services (3.5 Years)
- Biomedical Technician at Precision Medical Solutions (2.2 Years)

- Supported installation and ongoing maintenance efforts of varied biomedical devices. Worked closely with multidisciplinary teams to ensure optimal performance across all medical fields served.
- Assisted agile installations and scheduled check-ups for medical imaging devices, enabling durable compliance with manufacturer specifications.
 - Carried out prompt diagnostics and repairs of biomedical equipment, consistently optimizing performance metrics within technical parameters.
 - Actively coordinated team efforts in assessing system performance issues, utilizing collaborative problem-solving skills for complex challenges.
 - Engaged in thorough education sessions focused on emerging technologies to maintain cutting-edge understanding in medical equipment servicing.
 - Participated in comprehensive inventory evaluations promoting efficient procurement processes that created improvements in service capabilities.
 - Implemented an innovative tracking system for service requests, improving response time and drastically elevating customer satisfaction rates.

LEADERSHIP & AWARDS

- Awarded the 'Best in Technical Support' from Innovative Imaging Solutions in 2023.
- Recognized as Employee of the Month at Healthcare Equipment Services for outstanding client service in March 2021.

EDUCATION

Associate of Applied Science in Biomedical Engineering
Community College of Denver 🎓 GPA: 3.8 📅 2016 📍 Denver, CO
Coursework: Biomedical Devices, Systems Design, Electronics, Medical Safety

CERTIFICATIONS

- Certified Biomedical Equipment Technician (CBET) 📅 2019
- OSHA Safety Certification 📅 2021

TECHNICAL SKILLS

- **Medical Imaging Tools:** CT scanners, MRI machines, Ultrasound systems
- **Service Test Equipment:** Multimeters, Oscilloscopes, Calibration devices
- **Regulatory Compliance Standards:** ISO 13485, FDA Regulations, Joint Commission Guidelines
- **Documentation Standards:** SOP Development, Service Reports, Quality Assurance Records
- **Client Relationship Software:** Salesforce, Zoho CRM, HubSpot
- **Technical Networking Tools:** TCP/IP, VPN, LAN/WAN
- **Inventory Management Systems:** SAP, Oracle, Fishbowl
- **Testing Methodologies:** Root Cause Analysis, Failure Mode Analysis, Risk Management
- **Safety Protocols:** Lockout/Tagout, PPE Compliance, Risk Assessments
- **Maintenance Tracking Software:** CMMS, UpKeep, Hippo CMMS

PROFESSIONAL AFFILIATIONS

- Active member of the Association for the Advancement of Medical Instrumentation (AAMI).
- Volunteer with local medical clinics providing equipment maintenance support.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST