

**ENGR. MARK ANTHONY**

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***PROFESSION:***

**BIOMEDICAL/SERVICE ENGINEER**

***OBJECTIVE****:*To be able to work and grow professionally as Biomedical/Service Engineer in a companywhere I could share, demonstrate and develop my knowledge, skills and expertise in medical industry that I have attained through years of experience and education.

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| ***PERSONAL BACKGROUND:*** |  |
| Age: 28 | Nationality: Filipino |
| Date of Birth: November 1, 1989 | Passport No.: EC5915009 |
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***PROFESSIONAL EXPERIENCE:***

Biomedical/Service Engineer with 4+ years of experience in the service and maintenance of medical and laboratory equipment in hospitals, laboratories and clinics.

***QUALIFICATIONS & CERTIFICATES:***

Participated Clinical Chemistry & lmmunology Technology Training and Basic Troubleshooting by Roche September 2016

Passed the December 2013 Philippine Electronics Engineer Licensure Exam with Registration No. 57525 Passed the April 2013 Philippine Electronics Technician Licensure Exam with Registration No. 02719

Participated Biomedical Engineering Conference by Informa Life Sciences at ADNEC, Abu Dhabi October 29, 2017

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| ***WORK EXPERIENCES:*** |  |
| Company Name | : | **MEDASIA, INC.** –Cagayan de Oro City, Philippines |
| Position Title | : | Biomedical/Service Engineer |
| From/To | : | July 8, 2013 – April 8, 2016 |
| Work Descriptions | : |  |

Handling medical and laboratory equipment such as *Medica Easylyte* electrolyte analyzer, *Mindray* hematology and chemistry analyzer, *Insight* urine analyzer, *Digisystem Lab* centrifuge, *Olympus* microscope, *Fujifilm* Computed Radiography and PAC System, *Fuji Xerox* imaging printer, *Terumo* infusion & syringe pump, *Maico Ero-scan* OAE Test Screener and audiometer, *Mindray* patient monitor, *Newport* mechanical ventilator, *Bexen Cardio Reanibex* defibrillator, *DeVilbiss* suction machine

*Duties and Responsibilities:*

* Perform installation and commissioning of medical equipment according to standard procedures and protocols.
* Does repair and maintenance on hardware or software problems of defective medical equipment.
* Provide on-call service and troubleshooting of equipment to customers.
* Perform scheduled Preventive Maintenance and safety performance testing.
* Conduct technical demonstration and trainings to medical staffs and biomedical personnel regarding the actual usage, operations, diagnostics and effective use of equipment to ensure staff and patient’s safety.
* Document and write reports on repeated or potential equipment operation problems, actions taken and recommendations to immediate Supervisor.
* Coordinate with the sales people for the technical specs and some concerns of the equipment.
* Review equipment after a specific period of time, to find fault and rectify it so as to avoid any major problems in the future.
* Develop innovative approach for cost saving and equipment management.

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| Company Name | : | **ROCHE (PHILIPPINES) INC. – Diagnostics Division** |
| Position Title | : | Biomedical Service Engineer |
| From/To | : | April 18, 2016 – August 23, 2017 |
| Work Descriptions | : |  |

Handling *Cobas* laboratory instruments such as Electrolyte & Blood Gas analyzer (ISE 9180, B121), Chemistry analyzer (C111, C311, C501, Integra 400/400 plus), Immunoassay analyzer (E411, E601), Urine analyzer (U411, U601), Immunohistochemistry Staining instrument (Ventana Benchmark GX & XT), Molecular Biology instrument (AmpliPrep, Taqman 48), Laboratory IT Solution (IT5000), Glucometer (Accucheck), Cardiac meter (H232)

*Duties and Responsibilities:*

* Carry out site preparation visit, installation/de-installation, periodic preventive maintenance, decommissioning and modification of instruments according to checklist protocol and timeline scheduled.
* Provide prompt phone support or on-site quality technical assistance, repair and troubleshooting.
* Manage and solve customers' complaint on technical related matters promptly and escalate the cases if required to immediate service team leader or manager.
* Conduct service training to distributor/dealer service engineers and basic technical training to customers.
* Document and report all service activities, spare parts utilize for write-off in customer relation management system and escalate cases in global customer relation management system.
* Recommend parts needed for order to maintain stock level and annual service costs of instruments as per Roche Global standards.
* Help the team in achieving service sales target thru the sales of service contract and spare parts.
* Read Global Service Bulletin for updates and troubleshooting guidance, for frequent and new technical related repair or preventive actions.
* Liaise with internal team members including Sales, Marketing, Finance, Supply Chain, Service, Applications and other departments/areas as required.

***EDUCATIONAL ATTAINMENT:***

Tertiary:

Mindanao State University - Main Campus, Marawi City

Bachelor of Science in Electronics and Communications Engineering (December 2012)

Secondary:

Misamis Occidental National High School – Special Science Program (April 2006)

Elementary:

Bunga Elementary School (March 2002)

Class Valedictorian

***SKILLS:***

* Strong technical background and troubleshooting skills in medical equipment
* Good knowledge on computer network and LAN configuration and troubleshooting
* Advanced knowledge in installing, configuring and upgrading *Windows* operating system and LIS/IT software troubleshooting
* Proficient in Microsoft Office and other computer applications
* Experienced in digital copier and laser printer installation, repair and troubleshooting
* Know how to drive (Professional license)
* Have a high sense of responsibility, team player and with good interpersonal skills
* Good communication and writing skills in English language