

Noel X. Joseph

223 NW 13 Place
Canby, Oregon 97224

Email noelxjoseph61@gmail.com

Home (971) 346-6753

Looking for a position that is challenging and rewarding as a Field Service Engineer.

Work History

GE Health Care, October 2011 to March 2020

PCS Field Engineer III, Northwest Region, Portland Oregon

I am self-motivated, self-driven and independent.

Provide exceptional service, with Corrective Actions, Preventative Maintenance and Installations, including assisting sales and engineering assist in Field Engineers in other territories. Certified on Patient Monitoring Systems and Networks, including Central Stations, Patient Monitors, Channel Hopping and Frequency Hopping Telemetry, WIFI. Diagnostic Cardiology, including Treadmills, MAC EKG Carts, Muse and Mars EKG repository and analysis. This involved, Electromechanical, Software and Hardware knowledge. Maintaining Customer Service Records and current documentation. Proficient in CRM, Microsoft Office. Organized and feel the project is not done till the paperwork is done.

Network Systems Implementation Engineer, Western Zone.

A consultant to the Customer in the matters involving Medical Networks and Medical Telemetry systems. Perform Assessments of the Clients networks and Telemetry systems analyze the data and provide solutions, to make the systems more efficient and robust including security concerns. Assist engineering in introducing new products to the field as in Network Monitoring systems and Wireless consulting.

McKesson Corp. Medical Provider Technologies, May 2006 to October 2011

Technical Implementation Engineer. Manage and implement the integration of automated data collection from Medical Devices. This involves the interfacing of medical devices such as Physiological Monitors, Ventilators and other devices to the McKesson network to automate the collection of patient data to Electronic Medical Records Systems. Working with cross functional teams from McKesson and the Clients to bring the project to successful conclusion and in budget. This requires technical skill in Unix and Windows as well as hardware.

Welch Allyn Protocol, Beaverton Oregon. November 2000 to May 2006

Technical Support/ Field Service Engineer. Manage installations and upgrades from requirement documents to implementation. This involves working with cross functional teams from Customer Service, Manufacturing, Service Engineering, Sales and Third-Party Vendors to meet customer requirements in budget and on time. Provide service training to Users and Biomedical Engineers. Responsible for Domestic and International customers. System is Unix based using Sun Systems hardware, UHF, VHF telemetry and 2.4 Gig Hertz wireless, WIFI and LAN technology. Manage and resolve Customer concerns and issues. Travel throughout the United States 70% of the time. Service by telephone support and remote access to the customer equipment thru modems and VPN connections.

Spacelab Medical Redmond Washington. January 1999 to November 2000

Customer Service Representative. Provide total customer care in the field of Patient Monitoring equipment, in the Western Washington region. Manage installations and upgrades from requirement documents to implementation. This involved the design, installation and service of a product line involving

Noel X. Joseph

Radio telemetry, Wireless Ethernet interfaces, Patient monitors, Gas Analyzers and Hospital Information Systems interfaces.

Advanced Technology Laboratories. Bothell Washington. 1986 to 1997 **Engineering Technician Specialist:** Primary responsibilities: Test, integration and validation of networked multiple products hardware and software. **Product Support Specialist:** Provide technical support to the Customers and Field Personnel (domestic and international) via telephone, facsimile, and trips to customer sites. **Customer Support Representative:** Serviced Arizona and the Southern Nevada area. Provided solutions, support and preventive maintenance to a large customer base. **Electronic Technician:** Bench test and troubleshooting of printed circuit boards, Ultrasound systems and Peripherals in the manufacturing environment.

Qualifications

Extensive Customer Service experience and training in the Medical Imaging field (Ultrasound) and Patient Monitoring

Familiar with Unix, DOS, Microsoft Windows 3.1, Windows 95, Windows 98, NT Workstation 4.0, NT Server, Microsoft 2000, Microsoft XP, Windows 8 and 10, Microsoft office, Microsoft Project, Lotus Notes, TCP/IP protocols, Ethernet and WIFI networks

Proficient in Analog and Digital electronics, Robotics using Servo Motors, Linear Motors and Encoders

Proficient in the Building and maintenance of Personal Computers

Familiar with Unix and Sun Platforms

Education

Associate's degree in Electronic Technology, Miller Institute of Technology, Phoenix, Arizona, 1981.

Certificate Supporting NT Workstations

Certificate Maintaining and Troubleshooting Personal Computers

Attended seminars on: Compo Group Customer Service Training, Franklin Time Management, Customer Service Business Management and Sales Training. TCP/IP seminar by American Research Group.

Attended seminar on FDA regulation 820 Quality system Regulations.

References available on request