

BIOMEDICAL ENGINEER

HUGO LUIS VALBUENA RINCON

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EDUCATION

Bachelor of Science Electronics Engineering

2003

SUMMARY

Solid experience in customer service and service work with over than 10 years of experience, working in different fronts at service, installations, sales, operations, logistics and marketing delivering healthcare time-sensitive service and projects successfully to our customer.

LANGUAGES

English, Portuguese, Spanish

SKILLS

Leadership and Communications

Problem Solving and Resourceful

Cost Management and Data Analytics

Computer and Healthcare Devices Skills

Collaborative and Self-driven

Commercial and Customer Oriented

PROFESSIONAL EXPERIENCE

Accuray

Field Service Engineer III

2024-2025

Troubleshooting, repairing, installing, upgrading all designated Accuray equipment according to instructions and company guidelines

AccuMey

Service & Sales Manager

2018-2024

Lead the company's service department to manage customer interactions, include overseeing other members of the service team, sales team and marketing, developing and implementing service procedures and maintaining customer relationships.

H Strattner

Strategic Senior Sales and Product Support Engineer

2015-2017

Prepare and deliver presentations explaining technical products to existing and prospective customers, sales and marketing department. Talk with customers, the sales team, and engineers to determine product needs and system requirements. Provide customers with product sales support.

Prepare technical course material for the service team and deliver quality product training to achieve and score high levels of customer satisfaction.

Radiaton		
<u>Senior Field Service Engineer III</u>		2013-2014
Acceletronics		2011-2013
<u>Field Service and Installation Engineer III</u>		
Acts as the primary Services face to the customer. Responsible for resolving advanced service repair needs of designated equipment, and drives customer satisfaction through Service Excellence.		
Lap Laser of America		
<u>Sales Manager and Field Service</u>		2010-2011
Varian Medical Systems		
<u>Field Service Installation Engineer III</u>		2004-2009
Responsible for troubleshooting, repairing, installing, upgrading and performing preventative maintenance on all designated VMS equipment according to instructions and company guidelines		
Universal Security System		
<u>Field Service and Sales Technician</u>		2003-2004

CERTIFICATIONS

ESL English as Second Language		
Cevaz Venezuela		1997
ELAN S6 Certification		
Installation of Home Wiring AV/Cat5/Coax		2003
Varian Medical Systems		
System Clinical Radiation Therapy		2004
Varian Medical Systems		
Portal Vision X-Ray Imaging		2005
Varian Medical Systems		
Service A Varian Linac		2005
Varian Medical Systems		
OBI and Portal Vision Systems		2005
Medisafe		
Maintenance Ultrasonic Medical Washing Machines		2015
Matachana		
Medical Low Vapor Equipment Autoclave		2016
Accuray		
Radixact and Cyberknife		2025