

Howard Cameron

Croydon, PA - Email me on Indeed: [indeed.com/r/Howard-Cameron/0d9d5a3e6c79dc46](https://www.indeed.com/r/Howard-Cameron/0d9d5a3e6c79dc46)

Share my collective experience and abilities as a leader, a team player, and an employee with an organization that strives for success.

WORK EXPERIENCE

Lead Technician, Adaptive Equipment Engineer

Southampton Rd - August 2010 to June 2012

DUTIES:

Adapt equipment and engineer manufacturer's mechanical and electronic elements to work within the desired specifications while maintaining the prescribed needs of the patient and caregivers directives. Responsible for Special modifications and programming of Sip and Puff units, Head Array systems, Environmental Control Units and utilizing Blue Tooth technology to meet the needs of the client and the clients environment. Also involved heavily in fabricating, dressing down, or substitute parts or major new items to modify equipment to meet unique operational needs, working from job orders, sketches, modification orders, samples or discussions with professional caregivers.

Strong ability to evaluate electronic equipment and repair powered equipment as well as mechanically repair manual equipment. Inspect and test malfunctioning medical or related equipment following manufacturers' specifications and using test analysis instruments. Ability to examine medical equipment or facility's structural environment and check for proper use of equipment to protect patients and staff from electrical or mechanical hazards while ensuring compliance with safety recommendations and requirements. Test and evaluate medical equipment to determine serviceability, condition and disposition in accordance with regulations. Test or calibrate components or equipment following manufacturers' manuals and troubleshooting techniques using hand tools, power tools, and measuring devices. Disassemble malfunctioning equipment and remove, repair or replace defective parts such as motors, clutches, or transformers. Perform preventive maintenance or service such a cleaning, lubrication, and adjustments to equipment. Research catalogs or repair parts lists to locate sources for repair parts, requisitioning parts and recording their receipt. Study technical manuals or attend training sessions provided by equipment manufacturers to maintain a strong and current working knowledge of their equipment.

Plan and carry out work assignments using blueprints, schematic drawings, technical manuals, or wiring diagrams following prescribed requirements, directives or other instructions as required. Schedule in home evaluations, diagnostics and repairs of clients powered and manual mobility equipment. Confer with customers by telephone or in person in order to provide information about products and services, to take orders or cancel accounts or to obtain details of complaint. Explain and demonstrate correct operation or preventive maintenance of medical equipment to patients and personnel. Provide staff with assistance in performing difficult or complicated duties. Supervise or advise subordinate personnel.

Web Site Developer, Customer Product Advisor Representative

Digital Plaza Direct - Abington, PA - February 2009 to August 2010

1621 Old York Rd
Abbingdon, PA 19001
215-657-1006

TITLE:

Web Site Developer, Customer Product Advisor Representative

DUTIES:

Responsible for website design and SEO population of home electronic entertainment merchandise sold and being offered online. Also performed web site tests according to planned schedules, and web site product revisions. Identify and maintain links to and from other web sites and check links to ensure proper functioning. Collaborate with management and users to develop e-commerce strategies and to integrate these strategies within web sites. Confer with management to discuss and determine layout design. Draw and print charts, graphs, illustrations, and other artwork using computer. Communicate with network personnel or web site hosting agencies to address hardware or software issues affecting web site security or performance. Create designs, concepts, and sample layouts based on knowledge of layout principles and esthetics or design concepts. Maintain archive of images, photos, and previous work. Renew domain name registrations. Prepare sales and inventory reports for management and budget departments. Attend company meetings to exchange product information and coordinate work activities with other departments. Monitor sales staff performance to ensure that goals are met.

Implemented 24 hour call center to assist in customer service issues. Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills. Contact customers to respond to inquiries or to notify them of claim investigation results or any planned adjustments. Respond to user email inquiries. Keep records of customers interactions, recording details of inquiries, complaints or comments as well as actions taken. Listen to and resolve customer complaints regarding services, products, or personnel. Obtain and examine all relevant information to assess validity of complaints and to determine possible causes. Compare disputed merchandise with original requisitions and information from invoices and prepare invoices for return shipments. Recommend improvements in product packaging, shipping, and billing methods to prevent future customer complaints.

Associated Medical Specialties INC - August 2004 to March 2010

Operations Manager, Foreman

Bridesburg Hardware - October 1993 to February 2004

DUTIES:

Management of retail store and its employees. Direct and supervise employees engaged in sales, inventory taking, reconciling cash receipts, or performing specific duties. Counsel employees about work related issues and assist employees to correct job skill deficiencies. Recommend or initiate personnel actions such as hires, promotions, transfers, discharges, or disciplinary measures. Hire, train, and evaluate personnel. Determine schedule and assign work activities based on priority, quantity of equipment, and skill of personnel. Monitor employees' work levels and review work performance. Patrol and monitor work areas, equipment and employees to detect unsafe conditions or violations of procedures or safety guide lines. Complete estimates and actual costs of factors such as materials, labor, or outside contractors. Formulate pricing policies on merchandise according to profitability requirements. Examine merchandise to ensure correct pricing and display and it functions as advertised. Examine products purchased for resale or received for storage to determine product condition. Coordinate sales promotion activities, such as preparing merchandise displays and advertising. Requisition material and supplies such as tools, equipment, or replacement parts. Inspect, test, and measure completed work using devices such as hand tools and gauges to verify conformity to standards or repair requirements. Specialized in Kitchen, Bathroom remodeling and construction of additions and decks.

EDUCATION

Northeast Catholic High School

September 1982 to June 1986

ADDITIONAL INFORMATION

Special Skills:

Strong working knowledge of and ability to operate office equipment. Advanced knowledge of commonly used office computer software programs. Strong working ability in use and design of Microsoft Excel program data sheets.