

# ■ Mina Mahfouz

## Personal Information

- **Name:** Mina Mahfouz
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  - **Address:** Ismail Eid Street, Sporting, Alexandria, Egypt
  - **Date of Birth:** 16 September 1995
  - **Military Status:** Completed
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## Professional Summary

Results-driven Senior Multimodality Service Engineer with over 6 years of experience in installation, maintenance, and technical support of advanced medical imaging systems. Skilled in CR, DR, X-Ray, and endoscopy systems. Proven ability to manage field operations, resolve complex technical issues, and provide customer-oriented service.

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## Key Skills

- Strong diagnostic and troubleshooting capabilities
  - Medical imaging systems (CR, DR, X-Ray- C-ARM Fluoroscopy System, Endoscopy)
  - Excellent customer service and communication skills
  - Technical software proficiency
  - Experience in tender/bid preparation (Military hospitals)
  - Installation, calibration, and maintenance
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## Professional Experience

### Field Service Engineer at Carestream

*February 2019 – March 2020*

- Specialized in X-Ray, CR, DRX printers.
- Installed, troubleshoot, and maintained imaging systems at various healthcare facilities.

### Field Service Engineer at IRAY DETECTORS , SEACROWN INJECTORS CT/MRI

*March 2020 – present*

- Installed and maintained IRAY Digital Radiography (DR) systems in hospitals and private clinics.
- Conducted software configuration, calibration, and image quality optimization for IRAY DR systems.
- Performed preventive maintenance and troubleshooting to reduce downtime and ensure system reliability.
- Delivered **user training sessions** to radiology staff on IRAY DR software and workflow integration
- • Provided **training to medical staff** on safe handling, operation, and troubleshooting of SEACROWN injectors.
- • Ensured compliance with safety standards and hospital protocols during installation and service
- Performed regular servicing and emergency maintenance, ensuring minimal downtime.

**Service & Installation Engineer at Control-X (X RAY SYSTEMS )**

*August 2021 – Present*

- Carried out site preparation assessments, electrical/network integration, and final acceptance tests.
- Conducted preventive and corrective maintenance, including replacement of HV cables, generators, and system boards.
- Delivered scheduled maintenance plans to ensure maximum uptime and system reliability.
- Collaborated with the manufacturer's technical support team to resolve complex hardware/software issues.

**Service Engineer at GEMSS Fluoroscopy C-Arm**

*June 2024 – Present*

- Responsible for installation, calibration, and maintenance of GEMSS Fluoroscopy C-Arm systems.
- Performed troubleshooting and software upgrades, ensuring smooth operation in surgical applications.
- Provided user training and technical support to hospital staff.

**Service Engineer at AOHUA Endoscopy Systems**

*February 2025 – Present*

- Responsible for colonoscopy/gastroscopy systems.
- Supported hospitals with full installation, testing, and post-installation service.

**Senior Field Service Engineer at Servomed**

*February 2019 – Present*

- Installed and repaired Carestream CR, DR, X-Ray, and laser imagers.
- Provided on-site support and product training to clients.
- Service support for C-Arm and mobile/fixed X-Ray systems.

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## **Education**

### **Bachelor of Biomedical Engineering**

Misr University for Science and Technology (MUST)

2013 – 2018 | Grade: Very Good

**Graduation Project:** IoT-based Patient Monitoring System (Grade: Excellent)

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## **Technical Training & Certifications**

- Carestream: CR, DR, Laser Imagers (Certified - Scientific Office, Dubai)
  - Control-X Ltd.: Webinar series on DX systems and X-ray generators
  - Matlab Image Processing (July 2018)
  - Hemodialysis & Water Treatment: ElMasreya Medical (Gambro) – 3 months
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## **Technical Skills**

- Proficient in MS Office (Word, Excel, PowerPoint)
  - Basic Photoshop skills
  - Hardware/software troubleshooting
  - Networking fundamentals
  - Electronics and embedded systems
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## **Languages**

- Arabic: Native
  - English: Very Good (spoken & written)
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## **Additional Information**

- Part-time work at Opera Hearing Solutions: Technical and Sales support during university.
  - Supported tender and bid documentation for military hospitals.
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