

Mina Mahfouz

Personal Information

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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.

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, troubleshot, 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.

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)

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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