

YOUSIF SULIMAN

FIELD SERVICE ENGINEER

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m

📍 Jeddah, 23442, Saudi Arabia

ABOUT ME

Biomedical engineer with 7+ years of Installation, Troubleshooting, Repair and Operation experience in Medical Devices, Proficient in Customer Services and Satisfaction exceed. I'm an excellent collaborator and communicator, eager to join healthcare teamwork and make a positive impact.

WEBSITES & SOCIAL LINKS

LinkedIn:

<https://www.linkedin.com/in/yousif-suliman-9a7318aa/>

EDUCATION

BACHELOR OF SCIENCE

University of Gezira, Wad Medani, Sudan
2011

B.Sc. (Hons) Electronic Engineering
(Medical Instrumentation)

SKILLS

Customer Service

Teamwork

Collaborative Work

Biomedical Devices

Documentation

Healthcare Management

Maintenance & Repair

Troubleshooting

Microsoft Excel

Microsoft Word

LANGUAGES

Arabic

English

DRIVING LICENSE

Driving license category

Full

PERSONAL DETAILS

Date of birth

16-2-1988

Nationality

Sudanese

Visa status

Transferable Iqama

Marital status

Single

WORK EXPERIENCE

FIELD SERVICE ENGINEER | *Trust Medical Supply* | *Jeddah* | *Nov 2015 - Present*

- responsible for meeting daily service repair needs and driving customer satisfaction.
- Install, repairs and maintain equipment in the field, provide customer training as required.
- Documents all inspection, maintenance, repair work and submits paperwork in a timely basis.
- Order, replace and return parts and manage repair parts cycle time.
- Reviews all logs for open issues and prepares formal reports to customers as necessary.
- Participates in service sales opportunities and assist with promoting and implementing revenue programs.
- Ensures that tools and test equipment are properly maintained and calibrated.
- Seeks to provide technical support to customers and other service professional as required.
- May participate in site surveys, pilot program service activities, attend meeting, champion special projects and prepare exclusive reports.
- Exercises every available measure to control and minimize costs.
- Travel overtime and work hours other than Sunday-Thursday may be required.
- Comply with and ensure department compliance with company health, safety and environmental policies.
- Other duties as required.

BIOMEDICAL ENGINEER | *International Advanced Hearing Center*

| *Wad Medani - Sudan* | *Mar 2013 - May 2015*

- Installation and programming of hearing aids of all kinds (CIC and BTE) .
- Casting and installation of ear molds .
- Maintenance of Hearing Aids.
- Approaching marketing and other industry companies to sell the product.
- Communicating with a wide variety of patients.
- Advising on the selection, fitting and evaluation of hearing aids.
- Operating audio metric equipment.
- Managing audiology services, including monitoring and improving the quality of service provided.
- Supervising support staff.

BIOMEDICAL ENGINEER | *Medani Heart Center for Model Health Care*

| *Wad Medani, Sudan* | *Jan 2012 - Apr 2012*

1- Maintenance, repair and troubleshooting of biomedical equipments Including the following:

- Theater instruments (anesthesia machines Drager).
 - Cath lab (Philips FD10).
 - ICU - Mobile X-ray Unit (Ventilators - New port 3000) infusion pumps, syring pumps, Patient monitors, ABG, Dialysis, etc.
 - Lab instruments - X ray Toshiba , Stress ECG (GE), Ultrasound (Vivid 7 & 3).
 - Central sterilization department - Central medical Gases.
- 2- Participating in training programs for university students.

COURSES

BASIC OF RESPIRATION AND VENTILATION | *Drager* | *May 2020*

BIPAP VISION VENTILATORY TRAINING | *Philips* | *May 2020*

CERTIFICATE OF COMPLETION PROJECT MANAGEMENT_ HEALTHCARE PROJECTS

| *LinkedIn, PMI* | *May 2020*

CERTIFICATE OF COMPLETION CUSTOMER SERVICE FOUNDATIONS

| *LinkedIn, PMI* | *May 2020*

CERTIFICATE OF COMPLETION BUSINESS COLLABORATION IN THE MODERN WORKPLACE

| *LinkedIn, PMI* | *May 2020*

CERTIFICATE OF COMPLETION ARTIFICIAL INTELLIGENCE FOUNDATIONS_ MACHINE LEARNING

| *LinkedIn, National Association of State Boards of Accountancy (NASBA)*

| *May 2020*

CTM1001 RADIATION SAFETY & PROTECTION | *Canon* | *Apr 2020 - Apr 2021*

ELECTRICAL SAFETY AWARENESS

| *The International Association for Chemical Safety* | *May 2020*

THE COSHH RISK ASSESSOR CERTIFICATION

| *The International Association for Chemical Safety* | *Apr 2020*

ADVIA2120I HEMATOLOGY SYSTEM TROUBLESHOOTING ONLINE TRAINING

| *Siemens* | *Apr 2020*

GENLAB HEMATOLOGY BASIC OVERVIEW | *Siemens* | *Apr 2020*

CTT1251 CT PREVENTIVE MAINTENANCE ESSENTIALS | *Canon* | *May 2020*

MRT1200 MRI MADE EASY | *Canon* | *May 2020 - May 2020*

CT SCANNER HARDWARE ONLINE TRAINING - OUS | *Siemens* | *Apr 2020*

CT SYSTEM MAINTENANCE ONLINE TRAINING - OUS | *Siemens* | *Apr 2020*