



Taro Yamada

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PROFESSIONAL SUMMARY

Highly skilled Senior Field Service Engineer with 8 years of experience in all phases of medical engineering technology, including troubleshooting, maintenance, and customer service and training. Established professional with a proven record of schematics and test solutions, as well as outstanding people relations skills.

TECHNICAL PROFICIENCY

- | | |
|----------------------------------|---|
| ■ Electrical Troubleshooting | ■ Biometric Application & Field Support |
| ■ Software/Hardware Integration | ■ Systems Admin |
| ■ System Configuration & Testing | ■ C++, Python |

LANGUAGES & QUALIFICATIONS

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|--------------------|---|
| ■ Japanese: Native | ■ English: Advanced Business
(TOEIC 900 in 2015) |
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PROFESSIONAL EXPERIENCE

ABC Company, Full-time | Tokyo, Japan

April 2015 – Present

Senior Field Service Engineer

- Provide multivendor clinical engineering support to XYZ hospital as assigned by line manager
- Provide knowledge database updates and troubleshooting information to other technical support representatives
- Read and interpret schematics with a focus on high voltage and measurement equipment
- Conduct operational training for 35 junior field service engineers
- Organized and facilitated 6 cross-functional teams and led the teams' efforts to achieve the first warranty claims reduction of over 150 claims in 2018

XYZ Company, Full-time | Tokyo, Japan

April 2012 – March 2015

Senior Field Service Engineer

April 2014 – March 2015

- Achieved 95% customer satisfaction by facilitating rapid communication with customers and providing quick, efficient solutions
- Performed periodic onsite inspection for XYZ client and provided clinical engineering repair services when needed
- Maintained all site logistics including the inventory of spare parts and tools, reporting, and schedules

Field Service Engineer

April 2012 – March 2014

- Completed repairs, preventative maintenance, and installations of multivendor electro-medical equipment to resolve equipment discrepancies in a timely manner
- Improved territory clinical engineering support with courtesy visits to customers, and supplied sales leads for preventative maintenance
- Maintained service database accuracy and information

EDUCATION

ABC University | Tokyo, Japan

Bachelor of Electrical Engineering 2008-2012

XYZ University | London, UK

One year exchange program 2010-2011

- Major: Engineering

INTERESTS & HOBBIES

- Bouldering
- Arduino and Raspberry Pi