**Rich Reamer**

6930 Gleaner Hall Rd. North Branch Michigan 48461

richreamer@yahoo.com (231) 330-1838

Qualified Imaging Senior Technician combined with over 10 years of Operations Account Management experience. Areas of experience include:

|  |  |  |
| --- | --- | --- |
| * Operations | * Supply Administration | * Project Management |
| * Logistics * Contract Negotiations | * Supply Management * Vendor Management * Capital Asset Replacement Planning | * Quality Management * Executive Level Customer Relations |

Professional Experience

**Supervisor Clinical Engineering McLaren Health Care** Sept 6, 2016-Present

Supervisor of operations of a 7-technician team for the Petoskey, Cheboygan, and surrounding areas. Responsible for the financial and the overall performance of Medical and Imaging equipment within the inventory.

* Leading a high caliber team of 7 Clinical Engineering professionals
* Began cross training each member into various areas to reduce risks at our remote site
* Organized the office and shop areas
* Enhanced the spirit of the team
* Created a more streamlined service request system for the customer
* Enhanced the opportunities for growth with each technician
* Analyzed areas for cost reduction and began to reduce overall spending
* Participate in the Capital Budget Committee
* Actively working with the New Construction Technology Equipment Assessment project
* Analyzing the AIMS database system for areas that can be made more efficient
* Building relationships with key leaders

**Director of Clinical Engineering West Tennessee Healthcare** March 2016-August 2016

Led ISO service for a multi-site Hospital system with 850 total beds. Had the opportunity to support a team of 10 service technicians and an administrative assistant. Managed an inventory of over 17,000 devices. Had direct responsibility for the operational budget of the corporate and hospital.

* Completed a full renovation of the Clinical Engineering space, to create a professional environment
* Established an employee recognition program
* Increased customer satisfaction
* Created a service technician training program
* Corrected strained relationships in the affiliate radiology departments
* Oversaw the IV pump replacement project of over 2,700 units
* Coordinated the service needs for 4 hospitals
* Conducted an open house for the CE service department, to increase awareness
* Oversaw the transition of new portable vital signs monitors of over 200 units

**General Manager II/Director Sodexo CTM** 2007-February 2016

Led ISO service operations for all multi-vendor Biomedical and Imaging service in a highly successful educational health system. Completed the successful implementation of Sodexo Clinical Technology Management for new account start. P&L responsibility for over $2.3m.

* Direct leadership for a service team of five service technicians
* Director level 10-year capital asset replacement plan for $45m inventory
* Planned and implemented client cost reduction over $4.5m
* Precipitated contract renewal, potential value over $11.5m
* Average annual customer satisfaction rating of 95%
* Developed aggressive training plan for current and future service technologies for five FTE’s
* Member of New Managers Training Program Team. Training new account managers for effective new account startup and immediate Client Satisfaction
* Exceeded budgeted OPC

**Imaging Specialist II Team Leader** **Sodexo CTM** 2004-2007

Provided complete Imaging P&L responsibility for two hospitals and three large outpatient clinics. Managed and inspired a team of four imaging technicians.

* Average annual customer satisfaction rating of 94%
* Developed service plans for maintaining multiple OEM’s including: GE, Siemens, Philips, ADAC, Lorad,

and Hologic

* Led achievement of monthly corrective work order completion of 88%
* Led achievement of monthly preventative maintenance work order completion of 97%
* Negotiated labor and parts discounting with major OEM’s and 3rd Parties covering multiple modalities
* Engineered and constructed custom equipment to achieve client needs
* Awarded Technician of the Year: 2007 Henry Ford Health System

**Imaging Specialist I** **Sodexo CTM** 2002-2004

Provided complete imaging services for all levels of technology. Developed and implemented the Nuclear Medicine Equipment Service Program.

* Image processing specialist general radiology, mammography, cinematography and automated

equipment

* Nuclear Medicine Imaging service specialist
* Radiation Oncology support service
* Reduced Nuclear Medicine OEM and third-party services by over 90%
* Increased OPC by $250K in first year

**Imaging Specialist Spartan X-ray Inc.** 1992-2002

Provided imaging services for multiple OEM equipment types.

* Installations and warranty support
* Kodak Image Watch certified
* Clinic X-ray systems trained Gendex, Fischer, Continental etc.
* Processing equipment Kodak, AGFA, Fischer, Jamison, Konica, Fuji, 3M etc.
* Automated systems Kodak, and AGFA
* Install, modifications and upgrades on all equipment types

**Licensed Residential Building Contractor** License# 2101195369 1997-Current

* Architectural Design Custom Homes and Commercial Spaces
* Blue Print reading
* General Contracting
* Relocate existing structures

Education

Lapeer Vocational Technology Education Center:

Electronics 1985-1987

United States Marine Corps. 1988-1992

Marine Corps Communication-Electronics School:

Marine Corps Air Ground Combat Center Twenty-nine Palms, California, August 1988

Marine Corps Tactical Remote Sensor Operations: Virginia Beach, Virginia 1989

Awarded Combat Action Medal Desert Shield Desert Storm

Awarded Kuwaiti Liberation Medal

Awarded Navy Marine Corps Achievement Medal

DITEC Radiology Service Training School:

Level I 2002 with Honors

Fundamentals of Nuclear Medicine 2002

Level II 2003

Level III 2004 with Honors

Polydoros SX 2004

Picker MTX 340/360/380 2004

RSTI Radiology Service Training School:

Hologic Delphi C 2006

OEC-9800 C-arm 2007

Digitec Medical:

Lorad M IV 2007