Nick Christou

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# Job Objective

## To be a Senior Customer Service Engineer who is making a difference.

**Summary of Qualifications**

### Twenty years of successful problem resolution experience

* Trained in electronic system installation and de-installation
* Trained to quickly isolate and resolve hardware, software and application faults
* Ability to work alone or as part of a team
* Tactical approach to problem resolution
* Committed to achieving and sustaining company defined goals
* Dedicated to ensuring customer satisfaction

# Professional Experience

***Varian Medical Systems***

Senior Customer Support Engineer

* Primary engineer supporting Cancer Treatment Systems (Linear Accelerators) and Fluoroscopy Systems at hospitals and clinics in assigned geography;
* Timely resolution of all service related issues and concerns that the medical staff has with regard to the equipment either on the phone and onsite;
* Expert in service related issues regarding Linear Accelerators (Cancer Treatment Systems) including: computers, computer networks, modems, printers, monitors, fiber optics, positioning lasers, cameras, mirrors, lenses, low voltage, high voltage (240, 480, 600, 11,000, 22,0000), motor driven assemblies, belt driven assemblies, low pressure air, water cooling, RF power generation, electron beam generation, dose monitoring, SF6, vacuum subsystems, as well as digital imaging systems with robotic arms for positioning of xray tubes and flat panel detectors
* Significant experience in creating and maintaining effective partnerships with managers, fellow support engineers and factory personnel so that resolution of customer hardware, software or application issues can quickly be achieved through a team approach;
* Manage all aspects of assigned accounts including: available inventory; scheduling work in accordance with service contracts; completing and maintaining accurate records of services performed; and partnering with medical counterparts to continually look for and implement operating expense reduction initiatives;
* Consistently recognized for building assigned customer accounts' trust and confidence in me by approaching their concerns or service related issues with the utmost understanding and integrity.

***Phillips Medical Systems***

* Customer Support Engineer - Performed similar role maintaining Cancer Treatment Systems (Linear Accelerators) and Fluoroscopy Systems in Delaware, Maryland and Pennsylvania;
* Responsible for system readiness at multiple clinics and hospitals;
* Maintained open dialogue with therapists, doctors, physics staff and administration with regard to system condition and readiness;
* Performed corrective / preventative maintenance on all systems.

***Thomas Jefferson******University,*** Philadelphia, Pa*.*

Equipment Specialist.

* Maintained Cancer Treatment Systems (Linear Accelerators) and Fluoroscopy Systems in the main hospital as well as satellite facilities.
* Worked in concert with physicians and administrators maintaining daily communication with respect to system performance and readiness.
* Maintained detailed records of software, hardware and application faults and the actions and replacement parts used to restore the systems to clinical use.
* Scheduled and supervised all work performed by vendors in the department.
* Maintained detailed inventory analysis, cost control and service agreement adherence.

***General Electric’s’ Astrospace Division,*** Valley Forge, Pa.

Electronics Technician.

* Responsible for calibrating and testing sophisticated microwave devices

used in the NASA Shuttle Program.

***Varian Microwave***, Beverly, MA.

Engineering Lab Technician.

* Building and testing prototype modulators and transmitters;
* Breadboard then troubleshoot circuit designs and then see those designs through the electronic and atmospheric testing procedures;
* Detailed written analysis of testing and reporting results to the engineering team.

#### Detailed Employment History

2000 – 2014 Senior Customer Support Engineer Varian Medical Systems

1994 – 2000 Customer Support Engineer Phillips Medical Systems

1992 – 1994 Equipment Specialist Thomas Jefferson Hospital

1991 – 1992 Electronics Technician General Electric

1989 – 1991 Engineering Lab Tech. Varian Microwave

1983 – 1989 Electronics Technician United States Navy

# Educational History

1992 - 1994 Thomas Jefferson University Phila., Pa.

1988 - 1989 Tidewater Comm. College Norfolk, Va.

1987 - 1988 Virginia Wesleyan College Norfolk, Va.

1974 - 1978 Lasalle High School Phila., Pa.

**Military / Specialized Training**

2012 True Beam Linear Accelerator Varian Medical Systems

2010 On Board Imaging System Varian Medical Systems

2008 Portal Vision Service Imaging Varian Medical Systems

2006 Digital On Board Imaging Varian Medical Systems

2004 Acuity Imaging System Varian Medical Systems

2003 Portal Vision Imaging Varian Medical Systems

2002 Ximatron Imaging / Generator Varian Medical Systems

2001 Digital Linear Accelerator Service “B” Varian Medical Systems

( Mark Series MLC / Portal Vision / Varis 1 )

2001 Digital Linear Accelerator Service “A” Varian Medical Systems

(High Energy / Low Energy / Millennium MLC)

2001 Microsoft “NT” Service Varian Medical Systems

2000 Systems Clinical Varian Medical Systems

##### 1997 Digital Linear Accelerator Update Philips Medical Systems

##### 1997 Digital X-Ray Imaging School Philips Medical Systems

##### 1996 Digital X-Ray Generator School Philips Medical Systems

1996 Digital Networking School Philips Medical Systems

1995 Multi-Leaf Collimator School Philips Medical Systems

1994 Laser Electronics Training Philips Medical Systems

1994 Digital Linear Accelerator School Philips Medical Systems

1992 ESD / Equipment Handling Training General Electric

1991 Electrical Worker Program Varian Microwave

1990 Quality Control Program Varian Microwave

1988 Inertial Navigation Electronics United States Navy

1987 Computer Inventory Systems United States Navy

1986 Closed Circuit Television System United States Navy

1986 Electric-Optical Electronics United States Navy

1985 Computer Systems Maintenance United States Navy

###### 1985 Radar Systems Electronics United States Navy

1984 Receiver Systems Electronics United States Navy

1984 Advanced Systems Electronics United States Navy

1983 Basic Electronics School United States Navy

## References available upon request