**Matthew D. Lancaster**

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**OBJECTIVE**

Field Service Engineer/Biomedical Equipment Specialist seeking related field service opportunities.

**SUMMARY OF QUALIFICATIONS**

Seasoned Computed Tomography, Positron Emission Tomography, and Linear Accelerator Engineer with additional six years of experience as a USAF Biomedical Equipment Technician. Specialized in the inspection, preventative maintenance, calibration and repair of various Diagnostic Imaging systems from prime equipment manufacturers. Experienced with performing manufacturer-specific calibration verifications, post-calibration radiation inspections (PCRI's). Strong technical background in repairing, performing preventive maintenance, and calibrating nearly all common hospital/clinic medical equipment systems. Excellent written and verbal communication skills complemented by an exceptional work ethic and customer service competency. Valid driver's license with a perfect driving record. Supervisory, management, and leadership skills proven through military evaluations, company recognition, awards, and technical know-how.

**WORK EXPERIENCE**

***Varian Medical Systems - Field Service Engineer*, Fremont, CA 2014 - 2015**

As a Field Service Engineer with Varian Medical Systems, I am directly responsible for six Clinical Linear Accelerators "Linacs" valued at ~$10M USD, and forty valued at $80M USD. Some responsibilities include: inspection, preventive maintenance, repair, and calibration of assigned Clinical Linear Accelerators, and occasionally within my region if necessary. Managed own schedule including preventative maintenance, installations, and upgrades whilst managing incoming customer calls. Routinely demonstrated ability to assess and prioritize both the urgency of customer requests and follow-through to completion. Examined difficult customer issues, diagnosed and corrected issues, and met established required documentation levels. Understood/recognized need to escalate incidents when necessary and to request additional assistance from more tenured representatives in the event that it is required. Maintained effective territory management and expense control including timely completion, and submission of field service and expense reports; along with management of consignment and other required documentation according to company procedures. Developed and maintained strong customer relationships through the use of exceptional work ethic and exemplary written, verbal, and interpersonal communication skills.

***USAF Biomedical Equipment Technician* 2007 - 2014**

Inspected, repaired, calibrated and managed assigned medical equipment valued at $91.7M spanning three USAF bases and ~128 equipment assemblages.

Specific accomplishments:

* Awarded 2012 Biomedical Equipment Repairman of the Year - USAFE
* Expertly readied 16 War Reserve Material assemblages in response to no-notice deployment to Syria by calibrating 450 medical equipment assets valued at $1.4M
* Supervised and trained nine-member team in readying modernization packages consisting of 155 items valued at $1.2M; completed inspection in 1/3 of the time allotted with zero discrepancies
* Received Medical Physicist training on AGFA CR systems, providing QC analysis for dosage rates, automatic exposure control, and adjusted parameters as needed; efforts saved $50K in annual contracting costs.
* Used specialized Computed Tomography Systems knowledge to train three additional technicians improving readiness for mobile systems valued at $1.5M.
* Performed quality control of work orders; guaranteeing accountability and data accuracy for 3,700 equipment items in database; validated annual maintenance inventory through software management.
* Directed annual site visit to Spain; calibrated/re-certified 49 systems valued at $153K, resulting in improved patient safety and security as well as health provider capabilities.
* Calibrated 64 systems for NASA valued at $50K in response to a space shuttle emergency, ensuring all 64 systems were fully mission capable.
* Conducted inspection, preventative maintenance, and calibration of 1,200 Patient Movement Items (PMI) valued at $9M for Aero-medical mission support.
* Recycled $1.5M in Patient Movement Items to eight MAJCOM’s in support of 144K troops in eight countries.
* Recovered 12 Intensive Care Unit telemetry systems valued at $24K which enabled additional enhanced remote patient monitoring capabilities.
* Personally reviewed 965 service requests and corrected 212 discrepancies; maintained various critical medical equipment items valued at $10.9M; efforts bolstered exemplary patient care and enabled 28K annual Medical Treatment Facility visits.
* Stood up Medical Treatment Facility Flu Clinic under short notice; efforts ensured operational capability in 75 minutes; 91 patients were able to be evaluated and 179 calls received.
* Instructed 12 technicians on properly navigating and managing repair parts database; additionally revamped ordering procedures which reduced ordering times by 30%

***DoD Biomedical Maintenance Equipment Technician*, Sheppard Air Force Base, Texas 2007-2009**

52-week course located at Sheppard Air Force Base, Texas. Graduated Honors with a 93% course average. Studies involved anatomy and physiology, electronic principles, clinical applications, operation, inspection, maintenance and troubleshooting of a wide spectrum of biomedical equipment systems utilized in field environments and peacetime facilities/related administrative duties.

**CERTIFICATIONS**

* General Electric Healthcare: Computed Tomography Systems - Level 3; PET Systems Level 2
* Varian Linear Accelerator Certifications (21EX, iX, TrueBeam, Calypso, Respiratory Gating)
* Philips Brilliance 16-Slice Computed Tomography (CT) systems
* Acceptance Testing/Quality Control for AGFA CR Systems (AAPM)

**EDUCATION**

*BS, Healthcare Administration* - *In progress (Feb-Jun 2017)*

Bellevue University, Bellevue, NE

GPA - 3.934

*AAS, Biomedical Equipment Technology* - Nov-Dec 2013

CCAF, Montgomery, AL

*Air Force Leadership School* -Aug-Sep 2013

U.S. Air Force in Residence Course, Vandenberg AFB, CA

*Computed Tomography Systems* -May-Jun 2012

Medical Education Training Campus, Fort Sam Houston, TX

*DoD Biomedical Maintenance Equipment Technician* - Dec-Jan 2009

United States Air Force, Sheppard AFB, TX