

# SAMIR BHATNAGAR

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## Professional Summary

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I am working as Zonal Technical Support-North with GE Healthcare, In Last 19 years I have worked in many demographics in India, Also I have worked in Oman with GE and other Organizations. I am Trained in CT, MRI and Cath lab by GEHI Milwaukee and in Radiation Safety by AERB India.

## Experience

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**Zonal Technical Support- North** Oct 2018 to Current  
**GE Healthcare** — New Delhi, India

- Technical Support Manager for the CT Scanners Install Base in India.
- Leading 40+ Direct & Indirect Field Engineer in North as Level-three support & escalation point.
- Supporting in Technical Interviews to hire New Engineers.
- Technical Training of New Engineers on Medical Imaging Equipment's.
- Established continuous improvement initiatives to achieve KPIs of CT Modality in the Zone- Material Productivity, Total Time to Repair, First Call Resolution etc.
- Managing troubleshooting and problem-solving for the recovery solutions under extremely tight deadlines.
- Supported diagnosis and repair needs for software, hardware and network issues, working remotely and with end-users to establish resolutions.
- Helped customers set up new systems, applications and software to manage smooth workflow.
- Evaluated team performance by monitoring customer reviews and observing operations, providing extra training when required.
- Responded to customer emails, calls and live chat regarding technical malfunctions and issues to fix remotely.
- Improved customer support by proactively responding immediately.
- Planned and led Technical training for staff development.
- Conducted evaluations of training courses to uncover areas in need of improvement.
- Evaluated job positions and consulted with department managers to assess training needs.
- Created and updated confidential student and employee files, upholding data security and privacy protocols to reduce risks.
- Maximized customer engagement and satisfaction by delivering excellent customer service.
- Engaged with customers to better understand needs and deliver excellent service.
- Troubleshot problems and diagnosed system faults.
- Achieved service time and quality targets.
- Customized customer experiences to build brand loyalty.
- Met budget targets through responsible planning and resource allocation.
- Demonstrated consistent hard work and dedication to achieve results and improve operations.
- Maintained clean, safe working environments to eliminate accident risks.
- Recorded safety inspection findings to produce reports for suggested improvements.
- Carried out installations to the highest standards and within company timeframes.
- Audits on Projects and subcontractors to verify quality installation work.
- Provided feedback on process and delivery pain points to improve installation efficiency and quality.
- Created and reviewed installation procedures and specifications for compliance with engineering principles, applicable standards and client requirements.
- Interpreted and applied safety policy for design and support of platforms and

equipment.

- Confirmed all machinery, engineers and environment complied with health and safety regulations, managing and overseeing the inspection process.

**Customer Service Specialist**

Sep 2015 to Sep 2022

**GE Healthcare — Surat, India**

- Based out of Surat Gujarat, Handling services for South Gujarat region
- All GE Imaging Machines including Cath Lab/CT/MR etc.
- Addressed technical difficulties by quickly identifying and troubleshooting customer issues to achieve timely first-time resolution.
- Built rapport with customers through courteous and professional communications.
- Provided customers with regular feedback on service requests and performed off-site corrective and preventive maintenance.
- Oversaw installation, testing and maintenance of equipment.
- Boosted sales and improved customer satisfaction by providing attentive, personalized client services.
- Addressed and resolved complex customer complaints in calm, efficient and friendly manner.
- Provided reports on quality inspections, highlighting areas for improvement to increase product quality.
- Identified and resolved technical problems by conducting thorough inspections and assessments.
- Performed preventive and corrective maintenance to reduce faults.
- Maintained clean, safe working environments to eliminate accident risks.
- Collaborated with team members to achieve target results.
- Maximised customer engagement and satisfaction by delivering excellent customer service.

**Service Specialist- GE Healthcare**

Aug 2013 to Aug 2015

**Omzest-Waleed Pharmacy-MSS- GE Division — Muscat, Oman**

- Service & Operations of GE Install Base in Oman
- Service of All Medical Imaging GE Healthcare Systems including Cath-lab/MR /CT/DR etc.
- Installation of GE Healthcare Equipment in Oman.
- Preventive Maintenance Completion
- Service KPI's.

**Customer Service Specialist**

Oct 2005 to Aug 2013

**Wipro GE Healthcare — Indore, India**

- Worked in M.P and CG for Second Level Escations.
- Having Knowledge of Medical Imaging Equipment's
- Service Contract renewal. Consumable Sales, PM, Installations, Service Operations.
- GE Healthcare- CT Scanners, MRI, Cath-labs etc.
- FMI- Upgrades, Remote Login's
- Additionally supporting as Radiation Safety Officer for West India.
- Safety, EHS at Site.
- Handled all sales follow-up, billing and complaints with superb customer service skills.
- Verified logistics on order tracking to ensure part delivered to customers.
- Handled all special customer requests and provided adequate post-sales service.
- Addressed technical difficulties by quickly identifying and troubleshooting customer issues to achieve timely first-time resolution.

**Service Engineer**

Oct 2004 to Oct 2005

**Span Diagnostics Ltd. — Indore, India**

- Looking after M.P and some parts of Maharashtra-Nagpur Chandrapur belt
- Maintained an accurate and up to date work log, including inspection reports and installation records.
- Promptly attended emergency callouts on product malfunctions or breakdowns, fixing issues within company deadlines.
- Having Knowledge of Biochemistry analyzers, Hematology Analyzers, Elisa Reader's washer etc.

- Service Contract renewal.
- Consumable Sales, PM, Installations.
- Nihon Kho den Japan- Hematology Analyzers.

#### Sales and Service Engineer

Aug 2003 to Sep 2004

##### Agappe Diagnostics Ltd- Mispa Biosystems — Mumbai, India

- Worked in Head office as Sales and Service Engineer, looking Mumbai for Sales and M.P, Gujrat and some parts of Maharashtra as Service Engineer
- Having Knowledge of Biochemistry analyzers, Hematology Analyzers, Elisa Reader's washer etc.
- PM, Consumable Sales, Installation etc.
- Mindray- Hematology Analyzer Seac Italy- Biochemistry Analyzer.

## Skills

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- Customer Service
- Service Operations
- Windows, Linux, UNIX
- Remote Support
- Aftersales technical support
- Technical support content development

## Education

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#### Master of Business Administration 2022

IIM Kozhikode — Gurgaon

- Pursuing Executive Masters of Business Administration from IIM Kozhikode. Programme is Globally Accredited by EQUIS & AMBA UK .

#### Post Graduate Certificate in Business Management 2019

MICA — Ahmedabad, GJ

- Completed Post Graduate Certification in Business Management from MICA Ahmedabad in 2019

#### BE- Electronics 2003

Shri Vaishnav Institute of Technology & Science — Indore, MP

- Completed Bachelors of Engineering in Electronics in 2003.
- Electives as Biomedical Engineering & Communication Networking.
- Project Completed in Biomedical- Patient Monitoring.

## Projects

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- NCI Nagpur Recovery of PET Scanners hampered due to Flood.
- Supported GE DV MR quench recovery & Installation in Salalah Oman.
- Installed IGS 520 Cath-lab System Installation in Royal Hospital Muscat OMAN.
- Installed Optima 660 CT in IBRA Hospital MOH Oman.
- First INNOVA Cath Lab Installation in Vishesh Diagnostics Centre Indore (M.P)
- Installed Innova 2100 Series Cath-lab in CHL Apollo 64 in Indore
- Installed GE Innova-Optima Edition Cath Lab in Synergy Hospital Indore
- Installed BS/LS/VCT Systems in CHL/Synergy/Royal/CHL Medical etc.
- First Upgradation of Profile 1 to Profile Excite 0.2T in Ujjain Charitable Hospital.
- First LINUX Based Single Slice CT Scanner in Charak Diagnostics Centre Gwalior
- Assist in Installation of First PET CT DStc in SAIMS Indore.

## Professional Affiliations

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- Trained in GEHI Milwaukee on Innova 2100 GE Flat Panel Cath Lab.
- Trained in GEHI Milwaukee on Light Speed 16 -64 Slice CT Scanners.
- Trained in India By GE in 1.5 T MRI Systems.
- Trained in India by GE in Computed Tomography Systems.
- Trained by GE in Foundation of Leadership in 2013.
- Trained by GE in Designing Customer experiences in 2016.
- Trained and Certified from Bhaba Atomic Research Centre (AERB) Govt. of India on Radiation Safety and Quality Assurance in Diagnostics Radiology.
- Certified Member of Institute of Engineers India.

## Signature

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