



# Lane Cruz

## Biomedical Engineering Intern

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### STRENGTHS

- ✓ **Attention to Detail**  
Demonstrated strong attention to detail through consistent accuracy in documentation and data management, gaining trust from supervisors.
- 👥 **Collaboration Skills**  
Forged effective working relationships with sales and technical teams, which significantly simplified task completion and helped tackle challenges.
- 👍 **Customer Service**  
Elevated service quality by promptly addressing customer questions, leading to noticeable improvement in client satisfaction.
- 📁 **Organizer**  
Mastered organization by developing streamlined systems for document retrieval, ensuring quick access during audits.
- 💬 **Effective Communicator**  
Recognized for translating technical details into clear language for presentations, allowing non-specialists to understand key points.

### SKILLS

Data Entry

Documentation Management

Customer Service

Quotation Preparation

Engineering Software

Team Collaboration

### SUMMARY

Enthusiastic recent graduate in Biomedical Engineering with practical experience gained through internships and academic projects. Proficient in managing documentation, data entry, and customer service in medical settings. Strong ability to coordinate effectively with cross-functional teams and maintain meticulous records of equipment and customer interactions. Focused on developing a professional career in engineering by applying hands-on skills in fast-paced environments while contributing positively to team efforts. Eager to leverage experience in supporting operations that ensure accurate order fulfillment and superior service delivery.

### EDUCATION

#### Bachelor of Science in Biomedical Engineering

University of Pennsylvania 🎓 GPA: 3.8 📅 2026 📍 Philadelphia, PA

**Coursework:** *Biomedical Devices, Medical Instrumentation, Tissue Engineering, Data Analysis*

### TECHNICAL SKILLS

- **Project Management Tools:** Trello, Asana, JIRA
- **Data Analysis Software:** MATLAB, SPSS, Excel
- **Design Software:** SolidWorks, AutoCAD, MATLAB
- **Documentation Standards:** ISO 13485, FDA Regulations, GMP
- **Communication Tools:** Slack, Microsoft Teams, Zoom
- **Order Management Systems:** SAP, Oracle ERP, Salesforce
- **Quoting Software:** QuoteWizard, CPQ Software, ERP Systems
- **Technical Writing Tools:** LaTeX, MS Word, Google Docs
- **Customer Service Platforms:** Zendesk, Freshdesk, HubSpot
- **Research Methodologies:** Surveys, Experiments, Case Studies

### EXPERIENCE

#### Engineering Intern

BioHealth Labs 📅 June 2025 - August 2026 📍 Pittsburgh, PA

Assisted in daily operations focused on medical equipment documentation and customer services. Contributed to projects that ensured adherence to industry standards while improving operational efficiency.

- Developed comprehensive documentation for medical equipment, ensuring compliance with quality and safety standards.
- Support in preparing quotations for customer inquiries, utilizing software for precise calculations and timely issuance.
- Improved data entry processes for customer orders, leading to enhanced processing speed.
- Collaborated with multiple departments to resolve complex issues impacting order fulfillment or client satisfaction.
- Maintained an organized archive of service histories, resulting in swift access to critical documents.
- Provided status updates and information on products availability to our clients, strengthening relationships.

#### Research Assistant

MedEquip Innovations 📅 January 2025 - May 2025 📍 Scranton, PA

Engaged in significant research initiatives aimed at enhancing device design. Collaboration emphasized innovation, safety considerations, and efficient workflows.

