

Dawson Pena

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SUMMARY

Remote Service Engineer with 4 years and 3 months supporting diagnostic imaging systems in **hospital**, field, and remote service environments. Provides telephone, email, and chat support for **Philips Image Guided Therapy** systems, including Azurion and Allura platforms. Applies electronic, mechanical, and **networking theory** with **remote access technologies**, diagnostic utilities, service documentation, schematics, meters, and test equipment to isolate faults and restore equipment operation. Coordinates technical escalations with field engineers, clinical stakeholders, biomedical staff, and higher level specialists. Experience includes installation, repair, preventive service, radiation controlled environments, on call coverage, weekend support, and safe work practices. Brings clear documentation and practical process improvements that strengthen remote diagnosis, support customer confidence, and reduce avoidable field dispatches.

EXPERIENCE

Remote Service Engineer, Image Guided Therapy

January 2025 - Present

ClearPath Imaging Services

Columbus, OH

Supports hospital imaging teams through remote diagnosis, technical communication, escalation management, and service documentation for **Philips Image Guided Therapy** systems. Uses secure remote access, diagnostic utilities, test equipment data, and platform documentation to guide safe corrective action while limiting unnecessary field dispatches.

- Supported **Azurion** and Allura service events through secure remote access and platform **diagnostics**.
- Applied electronic, mechanical, and networking theory to isolate faults across interconnected imaging components.
- Resolved customer issues through **phone**, email, and chat with clear technical guidance.
- Used **diagnostic utilities** and **test equipment** data to separate configuration, connectivity, hardware, and mechanical faults.
- Coordinated technical escalations with specialists and field engineers while preserving complete troubleshooting history.
- Created repeatable troubleshooting notes that strengthened first contact diagnosis and reduced avoidable travel.

Field Service Engineer, Diagnostic Imaging

June 2022 - December 2024

Summit Diagnostic Technologies

Dayton, OH

Delivered hospital based field service for diagnostic imaging equipment, covering installation, troubleshooting, repair, **preventive service**, customer communication, and safe work in radiation controlled clinical areas. Completed Philips training for Azurion and Allura systems and supported on call, weekend, and overtime service coverage.

- Serviced diagnostic imaging equipment across hospitals through installation, **repair**, and preventive maintenance assignments.
- Completed Philips training for Azurion and **Allura** platforms during supervised and independent service work.
- Diagnosed electronic, mechanical, and network faults using schematics, meters, software, and test equipment.
- Followed **radiation safety** procedures and hospital access requirements during clinical service visits.
- Covered rotating **on call**, weekend, and **overtime** assignments supporting equipment availability for clinical teams.
- Documented findings, corrective actions, parts needs, and unresolved risks for follow on engineers.

PROJECTS

Remote Imaging Service Workflow 📅 2025

Created repeatable remote troubleshooting notes for imaging service events, improving diagnostic continuity and supporting clearer escalation decisions.

Image Guided Therapy Field Support 📅 2024

Supported Azurion and Allura service assignments through structured fault isolation, safe repair practices, and complete customer documentation.

LEADERSHIP & AWARDS

- Recognized by service teams for clear escalation notes and dependable case continuity.
- Selected for continued responsibility across remote, field, on call, and hospital service environments.
- Trusted to support Philips platform service work after completing Azurion and Allura training.

EDUCATION

Associate of Applied Science in Electronics Engineering Technology

2022

Coursework: Electronic troubleshooting, mechanical systems, networking theory, diagnostic test equipment

CERTIFICATIONS

- Philips Image Guided Therapy System Azurion Service Training 📅 2023
- Philips Allura System Service Training 📅 2023

TECHNICAL SKILLS

- **Image Guided Therapy:** Philips Azurion, Philips Allura, IGT Fixed Systems
- **Remote Support Tools:** Secure remote access, telephone support, email support
- **Communication Channels:** Phone, email, internet chat
- **Diagnostic Equipment:** Meters, test equipment, diagnostic utilities
- **Technical Disciplines:** Electronics, mechanics, networking
- **Service Documentation:** Service manuals, schematics, troubleshooting notes
- **Field Service Methods:** Installation, repair, preventive service
- **Safety Practices:** Radiation safety, personal protective equipment, site requirements
- **Support Operations:** Technical escalation, on call service, follow up actions
- **Healthcare Environments:** Hospital workflows, biomedical support, clinical operations

SKILLS

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|----------------------|------------------------------|------------------------------|------------------------|
| • Remote diagnostics | • Fault isolation | • Mechanical troubleshooting | • Equipment repair |
| • Azurion | • Test equipment | • Service documentation | • Technical escalation |
| • Allura | • Networking theory | • Customer communication | • On call service |
| • Technical support | • Electronic troubleshooting | • Radiation safety | |

PROFESSIONAL AFFILIATIONS

- Philips Image Guided Therapy service community, Azurion and Allura support.
- Diagnostic imaging field service teams, hospital biomedical and clinical collaboration.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST