

Dawson Pena

Remote Service Engineer, Image Guided Therapy

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📍 Columbus, OH 43215

STRENGTHS

- 🔍 **Remote diagnosis**
Used secure access and service data to narrow faults before dispatch decisions, giving field teams cleaner starting points.
- 💬 **Customer communication**
Translated technical findings for biomedical staff, clinical users, and engineers, helping each group act with confidence.
- ⚙️ **Platform expertise**
Applied Azurion and Allura training during real service events. Platform familiarity became a practical resource for peers.
- ♥️ **Safe service**
Followed radiation controls, site requirements, and protective equipment practices. Safe habits guided every hospital assignment.
- 🚀 **Technical escalation**
Preserved findings, risks, and follow up needs during escalations, so specialists could move forward without repeating work.

SKILLS

Remote diagnostics Azurion

Allura Technical support

Fault isolation Test equipment

Networking theory

Electronic troubleshooting

Mechanical troubleshooting

Service documentation

Customer communication

Radiation safety Equipment repair

Technical escalation

On call service

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

ClearPath Imaging Services 📅 January 2025 - Present 📍 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

Summit Diagnostic Technologies 📅 June 2022 - December 2024 📍 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

LANGUAGES

English Native

Spanish Intermediate

MY CAREER

4.2
YEARS

● Remote Service Engineer,
Image Guided Therapy at
ClearPath Imaging Services (1.7
Years)

● Field Service Engineer,
Diagnostic Imaging at Summit
Diagnostic Technologies (2.5
Years)

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

Sinclair Community College 🎓 GPA: 3.5 📅 2022 📍 Dayton, OH

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

PROFESSIONAL AFFILIATIONS

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

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST