

Daniel Weber

Senior Technical Support Engineer, Medical Imaging Systems

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📍 Raleigh, NC 27609

STRENGTHS

- 🔧 **Clinical troubleshooting**
When imaging workflows failed, traced messages, logs, and infrastructure evidence until teams had a clear next step.
- 🗣️ **Customer communication**
Kept customers informed during difficult cases, turning technical findings into calm updates and practical decisions.
- ♥️ **Escalation quality**
Advanced engineers received complete evidence, reproduction details, and rationale, reducing repeated investigation work.
- 👥 **Peer support**
Colleagues often sought help with imaging and infrastructure cases, especially when symptoms crossed system boundaries.
- ☰ **Case ownership**
Balanced alerts, calls, backlog, and on call work with steady follow through, even during demanding support periods.

SKILLS

Medical Imaging Support

Technical Support

Second Level Support

Windows Server Networking

SQL Server Oracle VMware

Clinical Workflows HL7 DICOM

Case Documentation

Technical Escalation

Customer Communication

Incident Prioritization

SUMMARY

Senior Technical Support Engineer with nine years supporting healthcare technology, **medical imaging** applications, enterprise infrastructure, and demanding customer environments. Resolves advanced software, server, database, networking, storage, virtualization, and interoperability incidents through structured remote diagnosis and sound technical judgment. Supports Windows Server, VMware, SQL Server, Oracle, Linux, PostgreSQL, HL7, and DICOM across regulated clinical settings. Owns second level cases from initial evaluation through resolution or evidence based escalation, with clear **customer communication** and complete case records. Experience includes monitoring alarms, **application front ends**, clinical workflows, on call coverage, peer guidance, and cross functional problem solving. Applies **U.S. FDA medical device requirements** and ISO 13485 quality practices while balancing workload, documentation, training, and service commitments.

EXPERIENCE

Senior Technical Support Engineer, Medical Imaging

Northstar Medical Informatics 📅 April 2023 - Present 📍 Raleigh, NC

Owns complex **second level support** for enterprise imaging customers across clinical applications, servers, databases, networks, virtualization, storage, and interoperability workflows. Provides independent diagnosis, detailed escalation evidence, peer guidance, and disciplined case ownership within a regulated medical device environment.

- Isolated imaging incidents across Windows Server, **VMware**, storage, HL7, and DICOM production environments
- Traced **DICOM** transactions and **HL7** messages through logs, servers, and network evidence
- Reviewed **SQL Server**, Oracle, and **PostgreSQL** services, queries, connectivity, and resource conditions
- Documented symptoms, environments, testing, customer updates, and escalation rationale for advanced engineers
- Guided peers through repeat imaging workflow and infrastructure cases with practical diagnostic approaches
- Balanced alerts, cases, customer work, and on call incidents through disciplined backlog review

Technical Support Engineer II, Clinical Imaging

Crescent Imaging Technologies 📅 February 2020 - March 2023 📍 Durham, NC

Provided remote **second level support** for clinical imaging software running across Windows Server and VMware environments. Managed customer conversations, interoperability investigations, formal escalations, and quality controlled technical work involving applications, databases, interfaces, and network connectivity.

- Resolved imaging incidents across **Windows** Server, VMware, databases, interfaces, and network connectivity
- Investigated DICOM routing and HL7 interface failures through logs, configuration, and message behavior
- Troubleshoot **Windows Server 2016**, 2019, and 2022 with SQL Server and **Oracle** dependencies
- Managed **customer calls** from triage through resolution with clear updates and complete case records
- Escalated unresolved defects with reproducible findings and evidence for higher level engineering review
- Applied medical device **quality procedures** and change discipline during customer facing support

Systems Support Engineer, Healthcare Infrastructure

Piedmont Health Systems Integration 📅 June 2017 - January 2020 📍 Greensboro, NC

Supported Windows based healthcare applications and connected infrastructure for hospital departments. Built practical expertise in server administration, VMware, **networking**, databases, storage, availability monitoring, maintenance coordination, and repeatable incident diagnosis.

- Administered Windows Server services and VMware machines while monitoring health, capacity, and connectivity

LANGUAGES



MY CAREER



- Senior Technical Support Engineer, Medical Imaging at Northstar Medical Informatics (3.5 Years)
- Technical Support Engineer II, Clinical Imaging at Crescent Imaging Technologies (3.1 Years)
- Systems Support Engineer, Healthcare Infrastructure at Piedmont Health Systems Integration (2.6 Years)
- Technical Support Specialist, Enterprise Systems at Carolina Enterprise Services (7 Months)

- Resolved application connectivity through TCP/IP, DNS, ports, services, and credential checks
- Validated **SQL Server** availability, connection settings, service status, and query results during investigations
- Coordinated maintenance with clinical stakeholders before and after system changes
- Documented recurring infrastructure issues with consistent diagnostic steps and escalation criteria
- Confirmed application readiness and communicated expected service impact around scheduled technical work

Technical Support Specialist, Enterprise Systems

Carolina Enterprise Services 📅 October 2016 - May 2017 📍 Cary, NC

Delivered early career support for business applications, Windows systems, and network connected devices. Developed disciplined triage, **case documentation**, knowledge resource use, customer communication, prioritization, and escalation practices.

- Diagnosed access, application launch, connectivity, and peripheral incidents through documented troubleshooting sequences
- Escalated server and network incidents with errors, reproduction steps, services, and completed actions
- Maintained clear ticket histories for customer contacts and transferred technical work
- Used knowledge resources to resolve recurring incidents and record new technical findings
- Balanced incoming calls, open tickets, follow ups, and scheduled support tasks
- Categorized incidents accurately while building practical **customer communication** and prioritization skills

PROJECTS

Clinical Imaging Interoperability Review 📅 2024

Reviewed DICOM transactions and HL7 message flow across clinical imaging workflows, using application logs, endpoint settings, and infrastructure evidence to clarify failure points and escalation paths.

Virtualized Imaging Infrastructure Support 📅 2022

Supported VMware hosted imaging applications with Windows Server, databases, storage, and network dependencies, focusing on service health, resource conditions, and dependable customer operations.

LEADERSHIP & AWARDS

- Senior Support Engineer recognition for dependable ownership of complex clinical imaging cases.
- Peer mentor recognition for practical guidance on interoperability and infrastructure troubleshooting.
- Quality performance recognition for complete case documentation in regulated support operations.

EDUCATION

Bachelor of Science in Information Technology

North Carolina State University 🎓 GPA: 3.5 📅 2016 📍 Raleigh, NC

Coursework: Windows Server, database systems, network administration, healthcare information systems

CERTIFICATIONS

- CompTIA Security+ 📅 2024
- Microsoft Certified: Windows Server Hybrid Administrator Associate 📅 2023
- VMware Certified Professional 📅 2022

TECHNICAL SKILLS

- **Windows Server:** Windows Server 2012, Windows Server 2016, Windows Server 2019, Windows Server 2022

- **Database Systems:** SQL Server, Oracle, PostgreSQL
- **Virtualization:** VMware vSphere, VMware ESXi, virtual machines
- **Clinical Interoperability:** HL7, DICOM, medical informatics
- **Operating Systems:** Windows, Windows Server, Linux
- **Networking:** TCP/IP, DNS, network connectivity
- **Storage Systems:** storage solutions, capacity monitoring, resource monitoring
- **Imaging Applications:** medical imaging software, application front ends, clinical workflows
- **Support Operations:** second level support, remote troubleshooting, case management
- **Compliance Standards:** U.S. FDA requirements, ISO 13485, quality procedures
- **Security Certifications:** CompTIA Security+, Microsoft certification, VMware certification
- **Monitoring Tools:** monitoring alarms, service health, system alerts

PROFESSIONAL AFFILIATIONS

- CompTIA professional community participant, security and infrastructure practices.
- Healthcare information technology community participant, clinical systems and interoperability.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST