

# Mouchehgh Vasken Bezdikian

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## Overview

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Modality manager at Philips with 7 years of biomedical field and customer service experience. Diligent and composed with a commitment to technically support the customer and to deliver outstanding customer experiences and finding solutions to all problems.

## Education

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**Project Management Professional - PMP** June 2020 — Oct 2020  
Project Management Institute

**Executive MBA (EMBA)** Jan 2015 — Jan 2019  
Universite La Sagesse

**Bachelor degree in Biomedical Technologies** October 2009 — June 2012  
Lebanese German University - LGU

**Baccalaureate of General Science** October 2006 — May 2009  
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## Work experience

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**PHILIPS** September 2018 — Present  
Modality Manager - IGT Devices Int Field Service

- Managing all Customer Service tasks for Middle East, Turkey and Africa region
- Managing IGTD modalities
- Installing Philips Image guided therapy devices ( IVUS, iFR, SyncVision )
- Supporting in Corrective Maintenance and Installs in EUROPE

**Freelancer** April 2017 — Present  
Personal Trainer

- Motivating and training people to adapt healthier lifestyle.
- Designing fitness programs for clients.

**Field Service Engineer**

- Troubleshooting
- Calibrating
- Preventive maintenance
- Installing Hologic, MMM and Genting medical equipments.

**General Medical Equipments - GME****October 2012 — August 2015****X-ray Field Service Engineer**

- Troubleshooting
- Calibrating
- Preventive maintenance
- Installing X-ray medical equipments ( GE healthcare products).

## Personal Skills

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- Team player
- Good integrity
- I strive for continuous excellence
- Good electro-mechanical skills
- Proficient in SAP, Salesforce, OneEms, Catsweb and ServiceMax.
- Excellent customer service and communication skills
- Using my knowledge/expertise to deliver quality and timely responses to our customer requests for technical assistance

## Certificates

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- Networking and DICOM basic for DI Service, GE healthcare.
- Service Certificate on Biolight Monitor and central monitoring - Zhuhai, China .
- Service Certificate on Biocare Products(EKG, Monitor) - Shenzhen, China .
- Service Certificate on Aeonmed products (Anaesthesia, Ventilator,Monitor) - Beijing, China
- X-Ray Digital Rad Systems Full Service,GE healthcare - Budapest, Hungary
- LF series service training, Ge healthcare Ultrasound.
- Technical service training for installation, service and maintenance of Hologic's full field digital mammography system Selenia Dimensions and Affirm - Castricum, Netherlands
- First Aid certificate - Lebanese Red Cross
- IFPA Personal Trainer Certification - 4actions, Lebanon
- Technical Service Training for installation, service and maintenance of PHILIPS Image guided therapy devices.

## Languages

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- Arabic
- French
- English
- Armenian

# Interests

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- Reading Books
- Basketball
- Travel
- Boxing
- Dance

# References

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References available upon request.