

BRIAN CLANCY

Biomedical Devices ♦ Healthcare Technology ♦ System Support

Certified Biomedical Technician with expertise in calibrating, inspecting, and solving technical problems of biomedical electronic devices and systems. Excel at diagnosing, testing, troubleshooting, repairing and calibrating biomedical devices and systems to manufacturer's specifications with the ability to learn more complicated systems. Strong technical skills with the ability to analyze applicable drawings, diagrams and technical manuals. Highly skilled at assessing team capabilities and establishing disciplined team management protocols and plans to support the business's strategic plan for long-term growth aspirations.

CORE COMPETENCIES:

Biomedical Technology | Project Management | Field Operations | Cross-Functional Collaboration | Process Development
Quality Assurance | Troubleshooting & Problem Solving | Team Leadership | System Calibration | Technical Reporting

PROFESSIONAL EXPERIENCE

Dialysis Clinic Inc. (DCI)

2019 – Present

Chief Biomedical Technician

Deliver a wide range of biomedical, technical and field support for the largest non-profit dialysis provider in the United States.

- Evaluate customer biomedical equipment issues, implement appropriate repairs, and perform planned maintenance and safety and environmental inspections to support our customers' ability to deliver healthcare
- Adhere to company policies, procedures, and hospital protocols, to ensure regulatory and compliance requirements are met, and all documentation of work performed is captured
- Establish strong relationships and frequent communications with customers to ensure resolution, proper follow-up, and ongoing customer satisfaction
- Maintain proper care of tools and test equipment to ensure calibration and ability to deliver timely and accurate repairs and maintenance to customers
- Identify and report all customer quality or compliance concerns immediately to the Quality Organization to ensure services are provided with the highest ethical standards
- Maintain expertise through medical journals, education and professional network, and demonstrate biomedical equipment and teaching others how to use it

T-Mobile

2017 - 2019

TEAM LEAD, MOBILE EXPERT

Managed the full revenue cycle including business development, customer relationships, deal development and account management.

- Created an environment that promoted values, teamwork, partnership, recognition, mutual respect, performance feedback and employee satisfaction
- Moved customers along the sales spectrum by developing expert understanding of client needs and mapping those needs to T-Mobiles offerings to drive sales performance
- Recognized for being top performer in Small Business sales in New England

AT&T

2010 - 2017

RETAIL SALES CONSULTANT

Member of core team responsible for delivering sales and service for a high-volume AT&T location.

- Recruited, interviewed and hired staff and established a performance driven culture that thrived in a high velocity sales environment
- Assisted in developing sales and customer service strategies in order to position store for future growth
- Executed corporate directed marketing programs to support new promotions and increase cross-sale opportunities

EDUCATION & TRAINING

Hesser College, Manchester, NH

Liberal Arts

Certification - Fresenius Medical Care

2008 Series Level I Dialysis System (K2, T, K, @Home)