

TAREK JAMAL

Biomedical Engineer

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Professional Summary

Enthusiastic and results-driven Biomedical Engineer with proven experience in technical support, medical device maintenance, and sales operations. Skilled in analyzing and resolving equipment issues, delivering client training, and managing customer relationships. Combines strong technical expertise with communication and problem-solving abilities to provide exceptional service and drive business growth.

Professional Experience

Ghalioungui Trading – Technical Support & Sales Engineer | Cairo, Egypt | 03/2024 – 11/2025

- Provide pre-sales and post-sales technical support to hospitals and clinics within the neurology and surgical product lines.
- Hands-on experience with **Compumedics (Australia)** EEG & PSG diagnostic systems, **PMI DORO (Germany)** headrest and retractor systems, and **Geister (Germany)** surgical instruments.
- Conduct product demonstrations, technical presentations, and user training sessions for clinical staff.
- Troubleshoot and resolve technical issues, ensuring timely service coordination and client satisfaction.
- Prepare quotations, proposals, and tender documentation tailored to customer needs.
- Identify new business opportunities and support sales growth through strong client relationships.

Dar Al Fouad Hospital – Clinical Engineer Intern | Giza, Egypt | 12/2023 – 02/2024

- Performed preventive maintenance, calibration, and troubleshooting of critical care medical devices such as ventilators, defibrillators, diathermy units, syringe and infusion pumps, dialysis machines, and patient monitors.
- Assisted in maintaining compliance with hospital standards and JCI accreditation requirements.
- Documented maintenance reports and ensured equipment safety and performance.

Concentrix – English customer service & Sales representative | Giza, Egypt | 01/2023 – 11/2023

- Handled inbound & outbound customer inquiries in English through phone with professionalism and empathy.
- Assisted customers with product/service information, order status, billing issues, and complaints resolution.
- Identified customer needs and recommended appropriate products or services to meet sales targets.
- Ensured a high standard of communication and professionalism in every interaction.

Al Assema Hospital – Biomedical Engineer Intern | Cairo, Egypt | 01/2022 – 02/2022

- Completed over 40 hours of hands-on training on ICU, OR, and Radiology equipment.
- Supported the biomedical team with equipment testing, maintenance scheduling, and troubleshooting.
- Gained comprehensive exposure to hospital-based biomedical operations.

Technical Skills & Competences

- Technical Support & Troubleshooting
- Preventive & Predictive Maintenance
- Medical Device Installation & Calibration
- Customer Training & Product Demonstrations
- MATLAB | AutoCAD | Microsoft Office Suite
- Quality Assurance & Documentation
- Analytical & Problem-Solving Skills
- Cross-Functional Team Collaboration
- Active listening & Communication (verbal & written)
- Conflict resolution & Complain handling
- Time Management

Education

Bachelor of Biomedical Engineering | Misr University for Science & Technology (MUST), Giza, Egypt | 09/2019 – 06/2023 | CGPA: 3.18

University of Sharjah (UOS), Engineering Foundation | Sharjah, UAE | 09/2017 – 06/2019

Training Experience

Medical Planning & Equipment Trainee – Medical Planning Clinical Solution | Cairo, Egypt | 09/2021 – 10/2021

- Assisted in planning and reviewing medical equipment layouts for healthcare facilities.
- Learned technical documentation and project planning for hospital equipment implementation.

Biomedical Equipment Maintenance Trainee – Mavec Company Radiology Consultant | Cairo, Egypt | 06/2022 – 07/2022

- Trained on the operation, servicing, and maintenance of diagnostic imaging systems.
- Supported technicians in calibration and performance verification of radiology devices.

Academic Projects

Functional Neural Stimulator for Drop Foot | 01/2023 – 06/2023

- Designed and developed a functional electrical stimulator prototype aimed at restoring natural gait movement for patients with drop foot.
- Conducted system modeling, signal conditioning, and prototype testing to validate device functionality.

Languages

Arabic (Native)

English (Proficient)

References

Available upon request.