



PROFILE

Diversified HTM skilled with multi-lingual proficiencies and 15 years of exposures with strong academics prepared towards advancement and challenging roles in healthcare technological solution.

PERSONAL INFO

Age	42 Years Old
Nationality	Malaysian
Gender	Male
Address	KM3189, Jalan Sutera 7, Taman Sutera, 78000 Alor Gajah, Melacca

CONTACT

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PROFESSIONAL MEMBERSHIP

Board of Engineer Malaysia
(BEM), GE86686A

The Institute of Engineer Malaysia
(IEM), 101964
Companion Member

Member of IEE, UK.

Member of Biomedical
Engineering Association Malaysia
(BEAM)

Ts. GOBI KRISHNAN

WORK EXPERIENCE

Oct 2021-
Current

Sunway Medical Centre Velocity

Assistant Manager Biomedical Engineering

Lead healthcare technology management through digital transformation for sustainable BME/HTM operations. Initiated, negotiated, and fulfilled comprehensive Service Level Agreements (SLA) with vendors to ensure equipment uptime within benchmarks according to established standards, ensure organizational sustainability, and maintain user confidence in imaging, diagnostic, analytical, therapeutic, and monitoring medical equipment and other hospital technological installation and solution.

May 2019-
Sept 2021

TUNG SHIN HOSPITAL

Assistant Manager Biomedical Engineering

Lead the BME department to implement comprehensive HTM and BME management that complies with the Medical Devices Act of 2012 (Act 737) and applied standards that covers the life cycle of equipment in both the Chinese and modern Healthcare Division. Ensure warranty and post-warranty after-sales services was rendered accordingly. Provide input and negotiation during the procurement process and ensure that service level agreements are well defined, negotiated, mutually agreed and finalised to support the sustainability of clinical operations. Initiate contract changes for medical equipment, upgrades, degrades and additions to ensure prescribed healthcare operations.

Feb 2018-
April 2019

CANON MEDICAL SYSTEM MALAYSIA SDN BHD

Hospital Imaging Informatics (HII) Senior Technical Specialist

Lead IT and computing technicality integrating with healthcare imaging modalities and HIS, oversees deployment, compliances, project advisory and being a regional reference for Hospital Imaging Informatics System (HIIS).

Roles and Responsibility

- Regional technical trainer for support level assurance generated from analysis of breakdowns and inventories including contingency preparatory
- Providing technical advice to business unit and regional office, presale support in terms of infographics preparation, identify triple constraints of projects, milestone schedules and Gantt chart preparation and proactive process flow review
- Oversee after-sales support in terms of inquiries, scheduled services and timely breakdown recovery and being communication channel to global technical team

Oct 2010-
Jan 2018

GETZHEALTHCARE SDN BHD

(Formerly Known as Jebesen & Jessen (M) Sdn Bhd)

Sales and Service Engineer

Manage Assigned Project, Technical Requirements, Complaint Handling, SLE, Spare Parts & Accessories Sales including Opportunities Channelling to Project sales team. Provided technical solution as territorial Field Engineer covering multi-modalities ranges from Cardiology, Diagnostic, Critical Care and Maternity and Infant Care Products from leading medical equipment manufacturer. Overview all RFI /RFQ/IFB/ITQ/RFP-Product costing and quotation from and to client.

Achievements and completion

- Lead successful completion of major installation projects at 3 government hospitals. (2010-2013)
- Achieved 90% excellent client's satisfactions survey attained from services, operator and trainings, presales consultations and breakdown response. (2013)
- Establish healthy customer relations and provide efficient and effective service/support so as to maintain their confidence in the reputation of the products and services offered by the Company.
- Received outstanding award within 1st year of employment as results of 100% complaint reduction, 90% client's downtime reduction which directly tripled up territory sales volume. (2011)

EDUCATION

UNIVERSITY OF DUNDEE, UK

*MSc Design in Medical
Technologies,*
Sep 2008 – Sep 2009

UNIVERSITY OF DUNDEE, UK

*BEng (Hons) in Electronic and
Electrical (2.1),*
May 2004 – Sep 2005

SHAH ALAM POLYTECHNIC, MALAYSIA

*Diploma in Electronic
Engineering (Medical),*
June 2000 – July 2003

SKILL

Malay	<div><div></div></div>
English	<div><div></div></div>
Tamil	<div><div></div></div>
Mandarin	<div><div></div></div>
C, C++, VB	<div><div></div></div>
Python	<div><div></div></div>
Lab View	<div><div></div></div>
AutoCAD	<div><div></div></div>
MS Windows	<div><div></div></div>
Mac OS	<div><div></div></div>
Linux/Raspbian	<div><div></div></div>

REFERENCES

References will be
provided upon request

EXPECTED SALARY

Negotiable During Interview

Mar 2010–
Sept 2010

ENGINEERING DEPARTMENT, PANTAI MEDICAL KLANG

Biomedical Executive

Pioneer for the hospital to establish Biomedical Engineering operation from scratch towards successful achievement Malaysian Society for Quality in Health (MSQH) accreditation within short period of 6 months

Tasks are summaries below

- Reviewed and revised HOP for biomedical operations. Produced and updated medical equipment inventory master list without CMMS and saved RM80K.
- Prepared and finalized documentation and recording on all scheduled as well as on-going PPM. Evaluated, negotiated and finalized SLA with external vendors. Achieved 50% maintenance cost reduction from initial forecast.
- Assisted management in ESA acquisition covering IEC61010, IEC60601 and IEC62353 standards in preparation for in house PPM.
- Established and maintained good relationship and cooperation with local authorized distributors and OEM suppliers in order to gain technical/operation knowledge of devices, cost and time effective consumables, spare parts and breakdown responds.
- These included devices under facility engineering control such as air-conditioning, lift, autoclave machines

Nov 2007 –
Sep 2009

DEPARTMENT OF MEDICAL PHYSICS, NINEWELLS HOSPITAL & MEDICAL SCHOOL

Research Biomedical Engineer (Instrumentation and R&D)

Dual role covering routine BEM task within National Health Service (NHS) Scotland facilities, intensively involved in research and development for university hospital working along with multi-disciplinary researchers, engineers, medical technologist and medical staff

Task summaries of achievement and completion

- Attended in-house training and staff development for critical care machines. Performed PPM, troubleshooting, vendor FMI such as software, firmware or driver upgrades on various medical devices such as, pulse oximeters, nebulizers, infusion pumps/syringe drivers, incubators and haemodialysis machines. Assisted on inventory and database update for medical equipment online library for procurement planning.
- Gained in-depth experiences in research, design and development done in medical R&D laboratory for in house products covering software/firmware and electronic circuit rebuild and modification. Exposed to PIC microcontroller, 4081 CMOS Logic IC, motion detector and LDR circuit design
- Completed technical investigation within limited time frame via organized data collection, reported with prevention recommendation on excessive heating of fibre cables used with medical cold light source. Study provided valuable knowledge and prevented further reoccurring of incident due to medical equipment mishandling.