

AJIT KUMAR GHANA

MOBILE: +91-7873303539

EMAIL : nbsajit@gmail.com

LINKEDIN: [ajit-ghana](#)

Aspire to excel in senior engineering or managerial roles by utilizing extensive experience in service operations and client relationship management within the Medical Equipment sector.

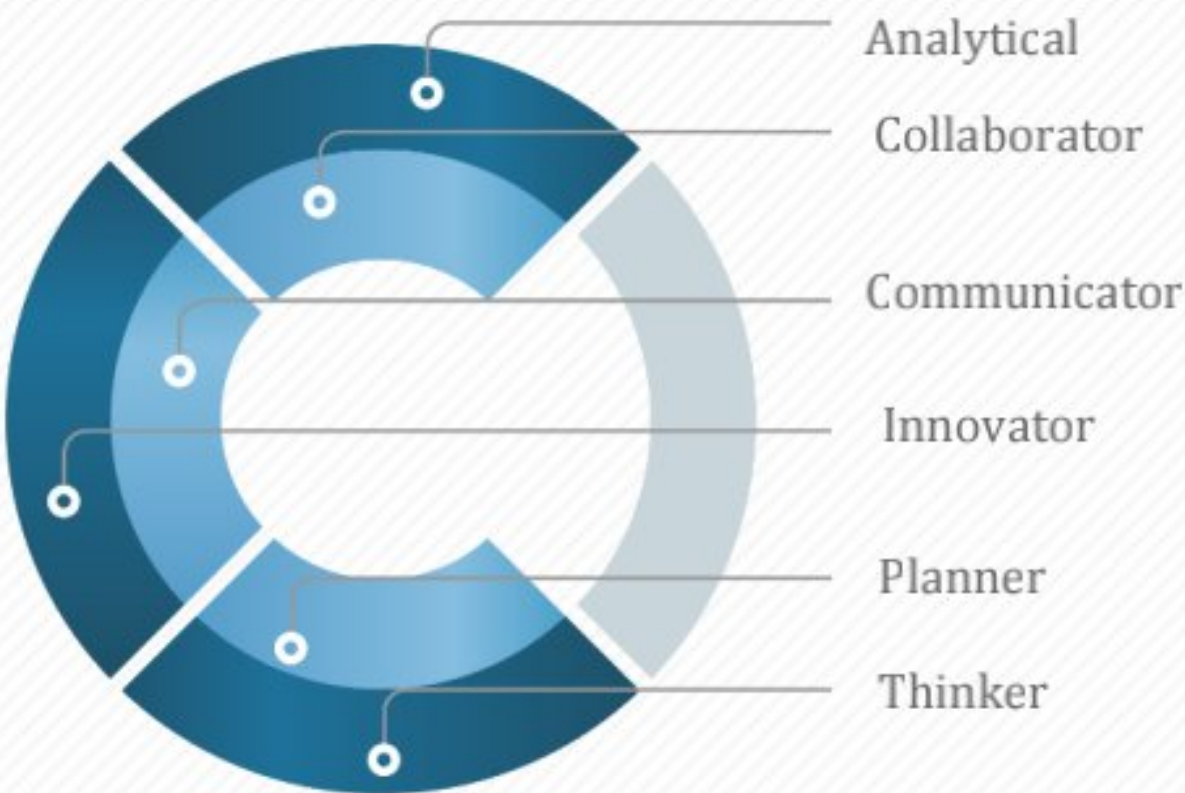
PROFILE SUMMARY

- ❖ Gained rich experience of **nearly 12 years** in the medical equipment field, focusing on service operations, technical support, and fostering strong client relationships.
- ❖ Working as a Service Engineer at Elekta Medical System India Pvt. Ltd., tasked with maintaining the peak performance of advanced medical equipment while providing outstanding customer service.
- ❖ Gained in-depth expertise in medical technologies and equipment, including LINAC systems, ultrasound devices, and computed radiography, while mastering troubleshooting and incident management.
- ❖ Enhanced customer satisfaction by swiftly resolving technical issues and implementing proactive maintenance strategies, ensuring seamless service delivery.
- ❖ Comprehensive knowledge on managing equipment like Elekta Medical System: Radiation Therapy Oncology product specialised in LINAC ,FujiFilm Sonosite:Point of Care Ultrasound, Agfa Health Care Product: Computed Radiography CR System,Vision Product: 100 MA X-Ray Portable & Fixed; BPL: 12 Channel, 6 Channel, 3 Channel ECG Machine,100 MA X-Ray Machine; Medtronic: Pressure Injector Machine Configuration with CT.
- ❖ Showcased strong leadership by fostering teamwork and improving communication through active participation in soft skills training initiatives.
- ❖ Ensured adherence to regulatory compliance and quality assurance standards, aligning all service operations with the industry best practices to uphold operational excellence.

CORE COMPETENCIES

- | | | |
|------------------------------|------------------------------------|-----------------------------------|
| Service Delivery Excellence | User Experience Optimization | Incident Resolution |
| Medical Equipment Compliance | Quality Assurance Protocols | Technical Training and Support |
| Biomedical Engineering | Equipment Performance Optimisation | Customer Satisfaction Enhancement |

SOFT SKILLS



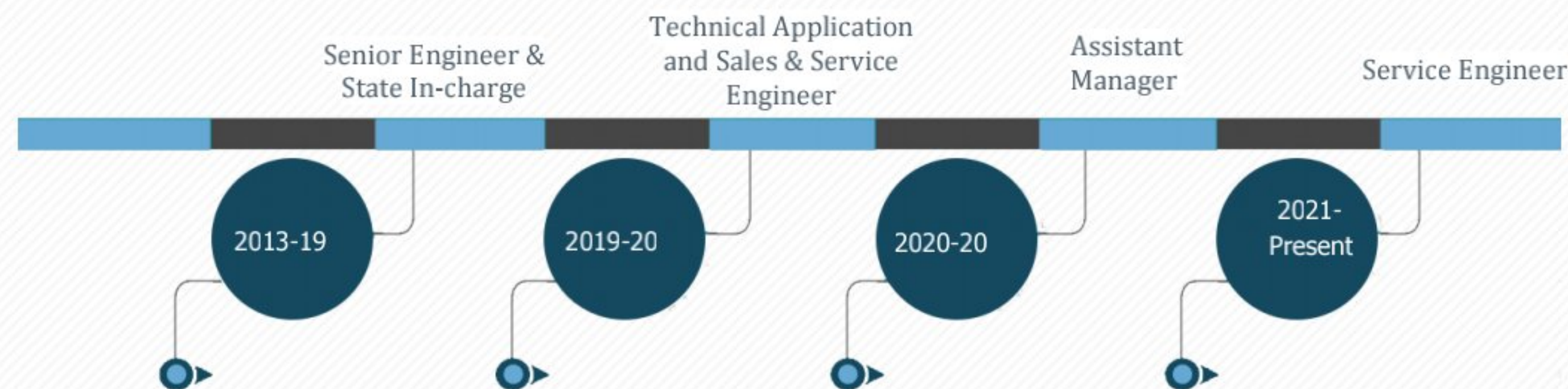
EDUCATION

- Master Program in Business Administration (Specialization in Marketing and Sales Management as well as Service Operations Management)
Chhatrapati Shivaji Institute of Management and Technology, 2019
- B.Tech. in Electrical & Electronic Engineering, Biju Pattnaik University, 2012

IT SKILLS

MS Office (Word, Excel, PowerPoint)

CAREER TIMELINE





CERTIFICATION

- ❖ Radiation Safety in the Servicing of Radiotherapy Equipment (RS-SRE) from Government of India Bhabha Atomic Research center, Mumbai. Certificate Number- RS-SRE/2023/241



AWARD

- ❖ Feather in your cap (FYC) ward got two times and one time recommend from Sales and project team.



WORK EXPERIENCE

Elekta Medical System India Pvt. Ltd. | Service Engineer (LINAC)

January 2021 - Present

Responsibilities:

- ❖ Spearheading maintenance and repair of advanced LINAC systems, ensuring peak performance and full compliance with the industry standards.
- ❖ Conducting comprehensive inspections and preventive maintenance to minimize equipment downtime and boost operational efficiency.
- ❖ Collaborating with cross-functional teams to provide top-tier technical support and training, empowering clinical staff to maximize medical device usage.
- ❖ Managing incident reports and troubleshooting technical issues with strong analytical skills to identify root causes and implement effective solutions.
- ❖ Building strong client relationships by understanding their needs, documenting service activities, and driving continuous improvement to enhance customer satisfaction and loyalty.

Quality Care India Limited (Care Hospitals, Bhubaneswar) | Assistant Manager (Biomedical)

October 2020 - December 2020

Responsibilities:

- ❖ Led the Biomedical Engineering Department, ensuring efficient operations and maintenance of medical equipment while coordinating technical support and training for clinical staff.
- ❖ Managed equipment performance audits, vendor relationships, and procurement, implementing corrective actions and negotiating cost-effective service contracts to ensure compliance and safety.
- ❖ Collaborated with hospital administration to develop equipment usage policies, provided on-site installation support, and engaged in continuous professional development to stay updated on technological and regulatory advancements.

Fujifilm Sonosite India Pvt. Ltd. | Technical Application and Sales & Service Engineer

March 2019 - September 2020

Responsibilities:

- ❖ Delivered expert technical support for ultrasound systems, ensuring peak performance and user satisfaction through efficient troubleshooting and maintenance.
- ❖ Conducted application training for clinical staff, enhancing their diagnostic proficiency and boosting effective use of ultrasound technology.
- ❖ Collaborated with Sales Teams to provide technical expertise during product demos, driving sales growth and aligning offerings with client needs.
- ❖ Managed ultrasound system installations, ensuring regulatory compliance and client specifications, while maintaining strong client relationships and addressing technical concerns promptly.

RAHYALS Med. India Pvt. Ltd. | Senior Engineer & State In-charge

June 2013 - February 2019

Responsibilities:

- ❖ Led a team of engineers in delivering high-end technical support for medical systems, ensuring exceptional customer satisfaction through efficient problem resolution.
- ❖ Conducted application and clinical user training, boosting healthcare professionals' competency in effectively using medical equipment.
- ❖ Managed RIS protocol code configuration and interfaced medical systems with PACS, RIS, and printers to ensure seamless integration.
- ❖ Provided expert consultation on room design and dose reporting, optimizing the use of medical equipment while managing on-site installations and repairs to meet industry standards.



PERSONAL DETAILS

Date of Birth: 19th January 1990

Languages Known: English, Hindi, Oriya

Current Address: Plot No.- 304-P, C/o- Pradep Singh, Mahanadivihar, Near DAV Public School Field, Cuttack-753004, Odisha

Permanent Address: Qtr. No.-F/111, At/PO: Khatiguda, Nabarangpur-764085, Odisha