

Contact

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Top Skills

Business Understanding
Market Access
Medical Sales

Ghassan Houri

Product & Service Specialist | Tender Specialist
Riyadh, Riyadh, Saudi Arabia

Summary

Biomedical Engineer with a strong academic background and hands-on experience in medical device maintenance, research, and project management. Skilled in developing healthcare solutions, ensuring regulatory compliance, and maintaining quality standards. Experienced in medical device design, research, and leading projects from concept to commercialization. Seeking opportunities to apply technical skills and passion for improving patient care.

Experience

Riyadh International Corporation
Product & Service Specialist | Tender Specialist
January 2024 - Present (1 year)
Riyadh, Saudi Arabia

Key Responsibilities:

- Collaborate with sales teams to understand customer requirements and develop tailored solutions.
- Conduct product demonstrations and presentations to highlight features & benefits.
- Assist in preparing proposals, bids, & quotations, ensuring technical accuracy & alignment with customer needs.
- Continuously update product knowledge and stay informed about industry trends, providing valuable insights to customers and internal stakeholders.
- Tender Management by receiving and processing NUPCO orders.
- Oversee the process of responding to requests for proposals (RFPs), bids, or tenders from potential clients.
- Prepare and submit comprehensive and competitive proposals, managing communication with clients throughout the tendering process on the NUPCO platform.
- Technical Support by providing technical assistance to customers experiencing product issues.
- Fulfill service contracts, including scheduled Preventive Maintenance (PPM).
- Conduct product demos and presentations for clients and stakeholders.

AECENAR

Project Engineer

February 2023 - December 2023 (11 months)

Lebanon

I am responsible for planning, coordinating, and executing engineering projects. My key responsibilities include:

- Overseeing project design, documentation, and implementation, ensuring compliance with engineering principles and standards.
- Collaborating with cross-functional teams, including engineers, technicians, and stakeholders, to ensure project milestones are met.
- Monitoring project progress, identifying and resolving technical issues, and providing technical guidance and support to the team.
- My role is crucial in ensuring projects are delivered on time, within budget, and meet all required specifications.

QualityMed

Biomedical Sales and Service Specialist

March 2022 - February 2023 (1 year)

Lebanon

- Understanding client needs, presenting product features and benefits
- Negotiating contracts, and closing sales deals.
- Conducting routine maintenance, troubleshooting technical issues
- Coordinating repairs to minimize equipment downtime.
- Provide comprehensive training and support to clients
- Ensuring proper use and maintenance protocols are followed to uphold regulatory compliance and maximize equipment lifespan.

Nini Hospital

Biomedical Engineer

January 2021 - March 2022 (1 year 3 months)

Lebanon

- Gaining hands-on experience and applying our knowledge in real-world scenarios.
- Conducted repairs on a variety of medical equipment.
- Worked closely with Quality Engineers to support Quality Control processes.
- Managed and tested various lab equipment, including blood analyzers and chemistry analyzers.
- Assisted in the maintenance of Medical Imaging devices, such as X-Ray, MRI, CT, and Ultrasound machines.

- Participated in the maintenance and quality assurance of dialysis machines, gaining expertise in - hemodialysis principles, fluid dynamics, biocompatibility, quality control, safety regulations, electrical systems, patient safety, data monitoring, troubleshooting, and infection control.

El Chifa Hospital

Biomedical Engineer Assistant

January 2020 - January 2021 (1 year 1 month)

Lebanon

- Support the development, maintenance, and improvement of medical devices and technologies.
- Technical Support: Assist in troubleshooting and resolving issues with biomedical equipment and devices.
- Maintenance and Calibration: Help perform routine maintenance, calibration, and repairs on medical devices to ensure they function correctly and safely.
- Quality Assurance: Support quality control processes by testing and validating medical equipment to meet regulatory standards.
- Documentation: Maintain detailed records of equipment specifications, maintenance logs, and compliance documentation.
- Building Management systems in hospitals(BMS)
- Circuit board maintenance and troubleshooting
- Maintenance for Laboratory, Operating Room (OR), Emergency Room (ER), Cardiology, and Outpatient Department (OPD)
- Maintenance for Dialysis, Intensive Care Unit (ICU), and Dentistry

El Haykel Hospital

Biomedical Engineer

January 2019 - January 2020 (1 year 1 month)

Lebanon

During my time at Haykel Hospital, I gained invaluable experience in several key areas, including:

- Understanding the hospital's infrastructure and interpreting technical blueprints.
- Repairing a wide range of medical equipment, such as patient monitors, baby incubators, ECG machines, and biopsy clamps.
- Learning the role of a biomedical engineer in power distribution across various hospital departments.
- Developing strong skills in technical production planning, effective communication, and teamwork, all directed towards achieving shared goals.

- Additionally, I received in-depth briefings on the hospital's various sections and the broad spectrum of machines used in each area.

El Hoz Enterprises

2 years 1 month

Team Supervisor

February 2018 - January 2019 (1 year)

Lebanon

- Managed coordination between stores and logistics teams to ensure product deliveries were on time and disruptions were minimized.
- Conducted inventory checks, working with vendors to maintain stock levels and ensure timely restocking.
- Collaborated with mall management and suppliers to resolve delivery issues, ensuring smooth product flow within the firm.

Customer Service Representative

January 2017 - February 2018 (1 year 2 months)

Lebanon

- Assisted customers with inquiries, complaints, and product-related questions, ensuring a positive experience.
- Processed transactions, returns, and exchanges efficiently while maintaining accurate information on store policies and promotions.
- Handled customer complaints professionally, using strong interpersonal skills to resolve issues and maintain customer satisfaction.
- Coordinated with the warehouse and logistics team to track deliveries and provide customers with accurate shipping information.
- Assisted in organizing the receiving and distribution of stock to ensure timely product availability on the sales floor.
- Processed and followed up on customer orders, ensuring accurate and timely delivery to meet customer expectations.

Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH

Biomedical Engineer

January 2018 - January 2019 (1 year 1 month)

Lebanon

The training is part of Urban Development Program in North Lebanon implemented by GIZ in partnership with the Ministry of Social Affairs and in Cooperation with LEAD Healthcare Consultancy in which I was given extensive courses & training in Maintenance of Medical Equipment.

Education

Lebanese International University

Master of Science - MS, Biomedical/Medical Engineering · (January 2020 - January 2021)

Lebanese International University

Bachelor of Science - BS, Biomedical/Medical Engineering · (January 2017 - January 2020)