

LinkedIn: <http://www.linkedin.com/in/amnonavramov> | Website: <https://creativetract.com/>

- ✓ Vast experienced in medical device industry, strong understanding of regulations, including FDA, ISO, and CE standards.
- ✓ Solid experience with V&V testing, test method validation, RMA investigations.

Experience:

Independent and self development (2023 – 2025)

- Focused on self-driven projects, continuing education, and staying up-to-date
- Founder of <https://creativetract.com/> website

Integrator & Service Engineer – Orbit Technologies (2022-2023)

- Specialization in the field of RF communications
- Provided technical support and system maintenance/repair at the customer's site
- Conducted integration tests for all systems

Success: Adapted to new technologies under high-pressure conditions.

Global Support Engineer – XACT Robotics (*Company was closed*) (2021-2022)

- Technical support for technicians in the US.
- Authored service manuals and work instructions (WI's)
- Supported R&D by conducting tests and providing reports.

Success: Acclimatized to a startup environment, built service processes from scratch, handled high-pressure work, and provided 7-day support including nights.

RMA Investigator / Data Analyst – Mazor Robotics (Medtronic) (2018-2021)

- Developing data gathering and analysis system based on automation and BI.
- Conducted RMA investigations, Data generation and Data analysis
- Authored WI procedures, with experience in Windchill and Salesforce

Success: Built automation tools for RMA and used BI for analysis, Combine my tech support skills with data handling for operational insights.

Technical Support Engineer – (2012 – 2016) Alma lasers

- Develop and maintain service instructions, troubleshooting guides.
- Train distributor technical engineers on installation, preventive maintenance.
- Provided technical support to customers worldwide

Success: Adapted to new technologies under high-pressure conditions.

Skills: Research, organization skills, consistency, critical thinking, problem solving, creativity, punctuality, medical device, good communication skills - both written and verbal

Tools: Salesforce, Windchill, SAP, Priority, C, C++, Java, Python, Microsoft Office, WordPress Oscilloscope, Spectrum Analyzer, Signal generators, Logic analyzers, Linux, AWS

Education

2008 – 2011: Ariel University, Certified Electronic and Computer Practical Engineer

2017: Programmer - Java Developer, John Bryce

Military Service: 202 Paratroopers Battalion (2003-2006), First Sergeant

Languages: English - high level, Hebrew - mother tongue, Russian - basic level