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| **Ray Marden CBET, CHTM**  **CEO - Founder**  **Insight HTM** | **425-281-4050**  **Ray@insighthtm.com**  [**www.linkedin.com/in/ray-marden-cbet-chtm-b677a9121/**](http://www.linkedin.com/in/ray-marden-cbet-chtm-b677a9121/) |
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| **History of innovation and communication**, while successfully recruiting, training, and retaining technical staff. A demonstrated ability to meet the deadlines, demands and regulatory compliance requirements in an evolving Healthcare Technology Management Environment.  **Cool under pressure**, 20 years of proven high-risk technical troubleshooting and project management experience, varying from the construction phase of an X-ray room and its installation and user training, to troubleshooting life support equipment in live open-heart surgery cases.  **Exceptional Customer service skills** and experience  working collaboratively with customers, peers, superiors, suppliers, vendors, surgeons, CFOs, manufacturers and medical staff.  **PROFESSIONAL EXPERIENCE**  **Co-Founder, CEO**  **Insight HTM, LLC 2018-Present**  Developed and realized Insight HTM to bring quality HTM services to the ASC marketplace. Policy writer. Copy writer. Marketing director.  **Outside Business Developer 2016-2019**  **Adventist Health Systems West**  Hired to retain, grow and manage for-profit accounts. Train Clinical Engineering Specialists on Telemedicine and Digital Radiology systems. Assist the organization as an Interim Site Director when needed. Responsible for identifying and bidding new business opportunities throughout the hospital network. Produce and Implement Technical Training on Imaging, Life Support, and Surgical Devices within the system.  **Owner, Manager and Lead Technician 2010-2016**  **Generation X-ray and Biomedical Consulting**  Operated as a field service consultant in the Digital Radiographic Imaging and Healthcare Technology Management industries. Responsible for all aspects of business including sales, contract writing, negotiations, billing, as well as technical and on-site service, installations and end user training. Provided OEM quality service to clients. Provided professional contract labor services to major OEMs and Hospital Groups, helping them transition between FTEs. | **SKILLS**  Certified Healthcare Technology Manager  Certified Biomedical Technician  Career Coach/Professional Mentor  Technical Training Course Development  Employee Training  Project Management  Published Author  **HIGHLIGHTS**  **Identified, hired, and trained and retained productive and versatile technicians**  **Awarded USAF Achievement Medal for administrative excellence in developing a new BMET program.**  **Provided quality field service and installations to over 400 healthcare facilities nationwide.**  **EDUCATION**  **Dept of Defense Biomedical Equipment School**, Graduate, 2002 Sheppard AFB, TX  **Airman Leadership School**, USAF Leadership Training for Managers  **Assoc. for the Advancement of Medical Instrumentation Continuing Education Courses**: IT Knowledge for the Healthcare Technology Manager  Customer Service Skills for the Healthcare Technology Manager  **Project Management Academy**  Central Oregon Community College, 2017  **More experience and education details upon request.** | |