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Niloufar Keraseh



Summary

Experienced Technical Service Manager specializing in laboratory and diagnostic equipment. Expertise in installation, troubleshooting, maintenance, and repair of advanced laboratory instruments, with strong technical knowledge of electronic, mechanical and pneumatic technologies.

Skills

- Technical Service Management
- Laboratory Equipment
- Electronic Circuit Troubleshooting
- Flow Cytometry, Molecular Diagnostics, IVF Equipment, HPLC Systems, ...
- Preventive & Corrective Maintenance
- Technical Training
- Team Leadership
- Customer Technical Support
- Project Planning
- Analytical Thinking
- Adaptability & Continuous Learning

Education

M.Sc. in Electrical Engineering
(Electronics)
B.Sc. in Electrical Engineering
(Electronics)

Experience

Technical Service Manager

Experienced in supporting many Hi-Tech fields such as Flow Cytometry, IVF, Molecular Diagnostics, Clinical & Analytical Chemistry, bioprocess systems.

Recognized for strong analytical skills, technical leadership, and delivering reliable customer support through effective problem-solving and continuous technical improvement.

Lead and supervise the company's technical service team.

Deliver technical training to field service engineers and support their professional development.

Plan and coordinate technical service activities to ensure efficient operations and high customer satisfaction.

Analyze complex technical issues and implement reliable, cost-effective solutions.

Continuously learn and adopt new laboratory technologies to enhance technical service capabilities.