

Gregory Morgan

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PROFESSIONAL SUMMARY

Technical Project Manager and Field Service Engineer with 18+ years of experience leading healthcare technology implementations, medical device deployments, and hospital IT initiatives. Experienced coordinating complex customer projects from assessment through installation by partnering with physicians, hospital leadership, biomedical engineering, facilities, IT departments, and sales teams. Strong background in project planning, stakeholder communication, technical implementations, risk management, customer training, and cross-functional collaboration within regulated healthcare environments.

PROFESSIONAL EXPERIENCE

Boston Scientific | Remote

Implementation Engineer / Field Engineer – Endoscopy & Urology | 2025–Present

- Lead customer implementation projects for Exalt™ systems, serving as the primary technical liaison between hospital stakeholders, sales teams, and internal engineering resources.
- Conduct site assessments, evaluate installation requirements, develop equipment layouts, and coordinate implementation plans prior to deployment.
- Manage project schedules, installation timelines, customer meetings, and cross-functional communication from planning through successful implementation.
- Facilitate pre-installation meetings with physicians, hospital leadership, biomedical engineering, facilities, IT personnel, and sales representatives.
- Identify project risks, resolve implementation issues, and ensure customer readiness throughout deployment activities.
- Install, configure, and support Exalt™, LithoVue™, and Asurys™ systems while providing customer training and post-installation support.
- Maintain project documentation and ensure compliance with company quality standards and hospital requirements.

Medtronic | Remote

Robotics Field Service Engineer – Hugo Robotic-Assisted Surgery Platform | 2025

- Installed and commissioned robotic-assisted surgical systems in hospital operating rooms.
- Performed system verification, troubleshooting, and preventive maintenance on robotic platforms.
- Supported clinical procedures and collaborated with hospital staff during system implementation.
- Delivered customer training and escalated complex technical issues to engineering teams.
- Coordinated system implementation activities with hospital staff, biomedical engineering, and clinical teams.

3D Systems | Remote

Field Service Engineer III | 2023–2025

- Installed, calibrated, maintained, and repaired advanced laser-based manufacturing systems throughout a multi-state territory.
- Diagnosed hardware, software, networking, and electromechanical failures.
- Trained customers on equipment operation, maintenance, and safety procedures.
- Managed field service activities and documentation using Salesforce.

Warren G. Harding High School | Warren, OH

Engineering & Robotics Instructor / IT Engineer | 2008–2023

- Provided IT support for classrooms, engineering laboratories, and faculty computer systems.
- Installed and maintained Windows workstations, software, and network-connected devices.
- Developed and taught engineering, robotics, computer science, CAD, and programming courses.
- Communicated technical concepts effectively to users with diverse technical backgrounds.

Imagine Learning Virtual School | Remote

Virtual Engineering Instructor | 2020–2024

- Delivered virtual engineering and computer science instruction while supporting students through online learning platforms.

EDUCATION

Youngstown State University

Bachelor of Science, Information Technology

Grand Canyon University

Master of Education, Secondary Education

Loyola Marymount University

Graduate Studies (Master's plus 30 Credit Hours), Technology & Leadership

CORE COMPETENCIES

Project & Implementation Management: Customer implementations • Project planning • Site assessments • Installation coordination • Stakeholder management • Risk identification • Cross-functional collaboration • Customer training

Healthcare Technology: Medical device implementation • Hospital IT • Clinical workflow support • Hardware & software integration • FDA & ISO compliance • Technical documentation • Field service

Technical Skills: Windows • Linux • macOS • Salesforce • ServiceMax • Microsoft Office • SQL • Python • AutoCAD • SolidWorks • OnShape

Technical Expertise: Laser systems • Electromechanical systems • PCB troubleshooting • Networking • Electronics diagnostics • Preventive maintenance