

Miguel Contreras

was born and raised in the city of Maracaibo, Venezuela, where he graduated from Dr. Rafael Belloso Chacín University in Electronics Engineering in 2008. He began working at Siemens in Venezuela in July 2010. In March 2014 Siemens offered him the opportunity to relocate to Santiago, Chile, where he has settled with his wife. It's been a very interesting challenge, to say the least. Chile gave him the chance of professional growth outside of training, e.g. participation in Gradient Coil replacements and two Thermal Cycles, as well as the opportunity to work with colleagues from Siemens Magnet Technologies in Oxford, UK in advanced procedures – rare opportunities in Chile. Today Miguel works as a Customer Service Engineer focused on MR Systems and Magnets.



Santiago, Chile



What was your first experience with MRI?

My first experience with MRI was a visit to a 0.35T MAGNETOM C! system in a small town about 80 minutes' travel from Caracas. The system had been badly damaged after a broken pipe flooded the magnet room. It was only my second week working at Siemens Venezuela.

What fascinates you most about MRI?

The magnets themselves. From the construction of the vessels to servicing at field it's a really interesting area. There's nothing quite like performing a critical procedure on a valve that's venting cryogenic gasses below -70° Celsius and still manage to break a sweat.

How do you use the Siemens Customer Service remote capabilities of our equipment in your daily job?

Siemens Remote Service (SRS) and a phone call are the very first tools I use when troubleshooting. I can get the customer's feedback while I'm looking at the event logs or test tools trying to discover what caused the error to show up and even make a judgment of what tools I'll need for any necessary troubleshooting on site.

How do the remote capabilities benefit the MAGNETOM user?

There's the possibility of fixing the problem remotely if no parts are damaged, which saves a lot of time. I think it also gives the user some peace of mind that we're working on their case as soon as possible and they don't have to wait at least an hour to get some news on what's happening to their systems. Even small things like updating the clock at the start and end of daylight savings time, or adding a new DICOM node, are resolved faster since they won't have to wait for a Customer Service Engineer (CSE) to get there.

What part of your job motivates you the most?

There's always something new. From exciting new systems and upgrades for older systems to new software versions, there's always something changing within the work environment. This pushes me to learn new things about our systems every day.

If you were free to do anything for one month, what would it be?

I would definitely use that time to travel and photograph all the natural landscapes I could. Starting from Chile, in which I still have a lot to see. My hobbies of travelling and photography really complement each other well. This line of work also gives me good opportunities to carry on with my hobbies, as I always pack my camera every time I have to travel somewhere for work or training.