

MICHEAL CHIBUEZE ACHILIHU

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Professional Summary

Dynamic and results-driven Global Aftersales Manager with a proven background in medical device engineering, service operations, and customer support leadership. Experienced in managing global aftersales strategies for complex electromechanical medical devices, ensuring serviceability, regulatory compliance, and customer satisfaction across multiple markets.

Expert in Design for Serviceability (DFS) and aftermarket support models, with strong ability to translate field data and customer insights into design improvements, cost reduction initiatives, and enhanced reliability. Adept at building cross-functional alignment between engineering, supply chain, and commercial teams to deliver world-class service excellence, drive post-market performance, and maintain compliance with ISO 13485, MDR, and FDA 21 CFR 820. Recognized for technical acumen, leadership, and a data-driven approach to improving uptime, MTTR, and customer experience.

Key Skills

- Global Aftersales Strategy & Operations
- Design for Serviceability (DFS) / DFX
- Service Engineering Leadership
- Warranty & Reliability Management
- Root Cause Analysis & Corrective Actions
- Spare Parts & Reverse Logistics Coordination
- Field Service Infrastructure & Knowledge Management
- ISO 13485, MDR, and FDA 21 CFR 820 Compliance
- Risk Management
- Technical Documentation & DHF Control
- Cross-Functional Stakeholder Collaboration
- Customer Support, Training & Escalation Management
- Cost of Service Reduction & KPI Tracking
- Data-Driven Decision Making & Predictive Maintenance

Professional Experience

Global After-sales Manager

Adtec Healthcare Limited, Twickenham, London, UK (Oct 2025 – Present)

- Lead Adtec's global after-sales and service engineering function, ensuring high service quality, regulatory compliance, and customer satisfaction across multiple markets.
- Own the Design for Serviceability (DFS) function, embedding maintainability, accessibility, and diagnostic readiness into hardware and software development cycles.
- Define and enforce serviceability standards for mechanical, electrical, and embedded systems; oversee reworkability and field replaceability strategies.
- Design and implement a global aftersales support model, including self-service, remote, and onsite service levels, case management, and digital service infrastructure.
- Partner with engineering and supply chain teams to optimize warranty policies, cost of service, and reverse logistics for spares and repairs.

- Develop field data dashboards to monitor service KPIs (MTTR, RMA rates, cost per service), drive continuous improvement, and influence design roadmaps.
- Lead training, documentation, and onboarding programs for global service teams, ensuring technical readiness and standardization of support practices.
- Collaborate cross-functionally to ensure SLA compliance, post-market surveillance, and customer feedback integration into product improvements.

Medical Device Engineer

Adtec Healthcare Limited, Twickenham, London, UK (Feb 2025 – Sept 2025)

- Provided technical support for cold atmospheric plasma medical devices used in wound care applications.
- Supported product design, verification, and validation, ensuring compliance with IEC 60601-1, ISO 13485, and MDR standards.
- Maintained Design History Files (DHF) and technical documentation to meet FDA 21 CFR 820.30 requirements.
- Collaborated with R&D and manufacturing to improve design quality and reduce nonconformities.
- Delivered customer training and field service support, improving uptime and service satisfaction.

Field Service Engineer & Territory Manager

ISN Medicals, Lagos, Nigeria (Jan 2023 – Nov 2024)

- Installed and maintained biomedical equipment (including IVD and imaging systems) from OEMs such as Roche, Mindray, Fujifilm.
- Trained healthcare professionals on device usability, calibration, and routine care, enhancing equipment lifespan.
- Performed preventive maintenance and root cause analysis, reducing downtime by 20%.
- Documented service activities per regulatory and QA protocols.
- Contributed to internal audits and customer feedback integration.

Energy Audit Analyst

Ikeja Electric, Lagos, Nigeria (Aug 2022 – Dec 2022)

- Conducted energy loss audits and proposed metering upgrades for enhanced operational performance.
- Used data analytics to develop process improvements that led to an 11.37% reduction in losses.

Maintenance Engineer Graduate Intern

GODREJ Nigeria Ltd, Lagos, Nigeria (May 2022 – Jul. 2022)

- Led preventive maintenance on mechanical and electrical systems in a high-output production environment.
- Implemented a Computerized Maintenance Management System (CMMS) that improved efficiency and reduced reactive maintenance by 20%.
- Diagnosed faults in control panels, pneumatic actuators, and packaging systems.

Customer Service Representative

United Bank for Africa (UBA), Abuja, Nigeria (Dec 2019 – Dec 2020)

- Delivered exceptional service and data-backed insights to improve customer experience.
- Recognized for exceeding KPIs in service quality and customer satisfaction.

Education

- **Master of Business Administration (MBA)**
Nexford University, Washington DC, USA (Mar 2023 – Dec 2023)
Graduated with Distinction (3.75/4.00 GPA)
- **Bachelor of Electrical Engineering (B.Eng)**
Ahmadu Bello University, Zaria, Kaduna State (Nov 2015 – Feb 2020)
Graduated with Second Class Upper (4.19/5.00 GPA)
- **National Diploma in Electrical Engineering (Diploma)**
Federal Polytechnic, Bida, Niger State (Nov 2011 – Sept 2014)
Graduated with Distinction (3.75/4.00 GPA)

Certifications

- Personal Transformation, Leadership, and Finance | Eternity Network International (ENI)

Hobbies

Traveling, Jogging, Cycling, Reading

References Available upon request