




AFRIKA KOMMT! 2025-2027

An Initiative of German Industry for Future Leaders from Africa

Profile Name: Customer Services Sub Sahara Africa

Company: SH_01	Siemens Healthineers	
Education:	Bachelor's or master's degree in biomedical engineering	
Professional Experience:	<ul style="list-style-type: none"> Professional Experience in medical technologies environment or Biomedical engineer/Clinical engineer with experience in managing medical imaging (MR, CT, Xray) 	
Minimum years' experience needed	Young professional (2-4y) <input type="checkbox"/>	Other (specify, if applicable)
Additional Qualifications:	<ul style="list-style-type: none"> English fluent in spoken and written Excellent technical skills (including dealing with imaging equipment) Excellent presentation and communication skills Confident attitude and good networking skills Strategic thinking and acting Independent well-structured working method Enjoys working with others and in multinational teams Regular work-related travel French and Suaheli language would be an asset 	
Country Focus:	<ul style="list-style-type: none"> Sub-Sahara Africa 	
Division / Location / Department:	Direct Export Sales organization for Europe, Middle East and Africa (EMEA), located in Erlangen (Germany) and connected to our Middle East & Africa business from our Dubai office. The majority of this program will be executed in/from Dubai.	
Planned Tasks & Activities:	<ul style="list-style-type: none"> You will be introduced to Siemens Healthineers customer services (CS), business development and sales activities (structures, processes, network) via our Direct Export Sales and CS departments in Erlangen (Germany) and in contact with our Service Department for Middle East and Africa based in Dubai. You will achieve an overview about specific Customer Services subjects and engage yourself in specific CS-related projects and will be involved in the preparation and follow-up of local CS-related tasks and subjects. You will take part in trainings to understand the solutions portfolio and its CS-related specificities to support with preventive and corrective maintenance activities in the field. You will get in contact with different internal experts providing in-depth knowledge about Siemens Healthineers CS processes, techniques and tools. You will support the CS team and its local business partners in developing and maintaining customer relations and servicing medical imaging systems. 	
Remarks:	The candidate will start with a 2–3-month training phase in our headquarters in Erlangen, Germany. After that the Candidate will spend 4-6 months working in our Dubai office.	