LaDeana Anderson

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**Medical Device Sales/Field Service Manager Profile**

Accomplished professional with comprehensive experience in developing and growing business, managing assigned territories, and executing biomedical equipment repair and inspection. Proven success in maintaining effective and efficient territory operations, fulfilling customer requirements in a timely manner, and cultivating professional working relationships with clients. Experienced in overseeing and managing service operations to meet and exceed KPIs established by management as well as focusing continuous improvement projects to improve work quality. Critical thinker and problem-solver with expertise in working with technically advanced instruments in an innovative and fast-paced environment. Highly proficient with Salesforce, Windows, Word, and Excel. ***Proven expertise in:***

|  |  |
| --- | --- |
| * Medical Equipment Sales * Product Development * Medical Devices * Training & Coaching * Continuous Improvement | * Field Service Management * Territory Management * Biomedical Equipment Repair * Technical Support * Quality Assurance |

**Professional Experience**

Stryker (formerly Physio-Control), Kalamazoo MI

**Field Service Technical Specialist,** May 2002 - Present

*Ensure smooth and efficient running of territory operation by adeptly managing all territory responsibilities.*

Utilize technical expertise and industry knowledge while repairing and inspecting physio-control and designated partners equipment. Conduct remedial training sessions for customers and new co-workers. Competently deliver active functional support to the sales, other service territories and corporate when required. Guarantee seamless execution of functions adeptly executing administrative duties, which included generating service reports, preparing contracts, and conducting market analysis.

***Key Contributions:***

* Formulated and executed plans to determine and fulfil customer requirements in an efficient and professional manner.
* Implemented best practices and procedures to effectively manage assigned company assets, including spare parts inventory, test equipment, service loaners, computers, and vehicle.
* Rendered expertise as a technical consultant for establishing and strengthening productive relationships with customers.
* Steered efforts to maintain and improve all business potential, including promotion and sale of contracts and accessories.
* Surpassed FY20 target by more than 20% to attain over $1M in revenue.

International Shared Services, Kalamazoo MI

**Intermediate Biomedical and Field Service Technician,** Sept 1992 – April 2002

Demonstrated technical expertise and knowledge while repairing and inspecting physical therapy equipment at National Rehabilitation Hospital.

Inspected Steris and Castle/MDT sterilizers to determine and resolve key issues as well as repaired and examined all biomedical equipment at Kaiser Permanente. Collected required information to produce detailed reports of expenses and man-hours. Kept clients up-to-date by sharing complete purchasing information of equipment and parts. Organized, managed, and completed newly contracted equipment’s labeling and maintained appropriate record of inventory.

***Key Contributions:***

* Analyzed and assessed equipment at prospective contract sites to confirm seamless functioning.
* Planned and conducted in-service training for equipment operators to develop better understanding related to equipment.
* Offered exceptional services to clients and sustained good working relationships.

*Additional experience as* ***Biomedical Technician*** *at US Army – Honorable Discharge and General Leonard Wood Army Community Hospital*

**Education and Training**

**North American Drager Anesthesia Course**

Narcomed 2a, 2b, 2c

**Commandant's List (top 4 graduates)** “Trained on variety of bio-medical equipment, X-ray, and sterilizers”

U.S. Army Medical Equipment and Optical School (USAMEOS), Aurora, CO

**Physio-Control MFG Training,** May 2002 – Ongoing