LaDeana Anderson

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# EDUCATION AND TRAINING

**June, 1989** Clarke County High School, Berryville, VA

3.75 GPA on 4.0 scale

**Top 5% of class**

**March, 1992** U.S. Army Medical Equipment and Optical School

(USAMEOS), Aurora, CO

**Commandant's List (top 4 graduates)**

Trained on variety of bio-medical equipment, X-ray, and

sterilizers.

**April, 1995** North American Drager Anesthesia Course

Narcomed 2a, 2b, 2c

**May, 2002 -ongoing** Physio-Control MFG training

## WORK EXPERIENCE

**May, 2002 - Present Stryker (formerly Physio-Control)**

***Field Service Technical Specialist***

\* Provide efficient effective repair and inspection of Physio-Control and designated partners

equipment.

\* Manage all territory responsibilities necessary to maintain effective and efficient territory

operation.

\* Responsible for maintaining and development of all business potential. Includes, but not

limited to promotion and sale of contracts, accessories, etc.

\* Technical consultant for developing and nurturing customer relations;

\* Anticipates, plans, schedules, educates and fulfills customer requirements in a timely manner.

\* Provides remedial training and support to customers and new co-workers.

\* Provides technical support and assistance to sales, other service territories and corporate as

needed. Participates in joint sales/service presentations.

\* Manages assigned company assets, including spare parts inventory, service loaners, test

equipment, computers and vehicle.

\* Performs administrative duties to include service reports, contracts, market analysis and special

reports.

**Sept, 1992 – April. 2002** **International Shared Services**

***Intermediate* *Biomedical and Field Service Technician***

\* Repair and inspect all physical therapy equipment at National Rehabilitation Hospital.

\* Repair and inspect Steris and Castle/MDT sterilizers.

\* Repair and inspect all biomedical equipment at Kaiser Permanente.

\* Evaluate equipment at prospective contract sites.

\* Provide in-service training to equipment operators.

\*Maintain electronic database of equipment and parts.

\* Prepare reports of expenses and man-hours.

\* Provide purchasing information of equipment and parts to clients and support staff.

\* Organize inventory and labeling of newly contracted equipment.

\* Provide professional customer service/rapport and maintain good working relationships.

**March, 1990 – Sept, 1992** **US Army – Honorable Discharge**

**General Leonard Wood Army Community Hospital (4/91 – 9/92)**

***Biomedical Technician***

\* Repaired and inspected a variety of equipment including Bio-medical, Sterilizers, Dental, and

\* Performed supply procedures governing ordering of parts and services.

\* Performed administrative skills including manpower reports, work orders, and associated

paperwork to provide proper audit trails.

## SPECIAL SKILLS

\* Excellent computer skills including SalesForce, Windows, Word, Excel, etc.

\* Maintaining historical databases for equipment maintenance history and inventory.

## SALARY REQUIREMENTS

\* $90K min annually

\* Company vehicle

\* 4 weeks paid vacation annually