JEAN PIERRE T. DE PAULA

Medical Devices / Radiation Oncology
Service Delivery, Integrations & Customer Success Leadership

Orlando, FL (preferred) | Open to remote or relocation | Travel preference: ≤25% |
https://www.linkedin.com/in/jp-de-paula-b305a33b0/
Email: jeanbrz@gmail.com | Phone: +1 740 913 1972

SUMMARY

MedTech and healthcare IT leader with 20+ years in radiation oncology systems (Elekta/Varian/Accuray/IMPAC), spanning global service, complex installations & upgrades, escalation support, and regional operations. Known for translating clinical and IT requirements into reliable deployments, reducing escalation risk through better processes, and leading cross-functional teams to measurable customer outcomes.

CORE STRENGTHS

- Deep radiation oncology systems domain (Linac ecosystems, record & verify, TPS; MOSAIQ/Monaco exposure)
- Complex hospital IT integrations: Windows Server, SQL Server, Citrix, networking; clinical workflow reliability
- Global customer-facing leadership; calm ownership of escalations in regulated environments
- Project/program delivery across multi-stakeholder environments; documentation & standardization (SIPs/TRFs)
- Distributor/partner enablement and commercial awareness; executive communication

EXPERIENCE

Elekta — MR Linac Systems Specialist (Unity) — Tier 3/4 Escalations & Integrations
Oct 2023 – Present | Remote/Onsite (as needed)
- Support complex MR Linac (Unity) clinical IT ecosystems: installation, upgrades, and interconnectivity across hospital networks (Windows Server, SQL, Citrix, networking).
- Provide senior escalation support (Tier 1–3 and 4th line), partnering with Clinical Ops, Physicists, Engineering, and GPO to resolve high-impact issues and restore clinical operations.
- Translate customer IT requirements into business/clinical impact, guiding project teams toward safe deployment and reliable workflows.
- Maintain and improve Software Installation Procedures (SIPs), Technical Reference Files (TRFs), and knowledge assets to raise first-time-right execution and reduce repeat escalations.
- Identify process gaps/product deficiencies and lead local improvements; coach peers within defined scope.

Accuray — Project & Business Operations (Latin America)

Dec 2012 – Oct 2023 | LATAM / Global

- Led end-to-end delivery of oncology system installs and upgrades across LATAM, coordinating cross-functional teams (PMs, Clinical Apps, Physicists, Sales, FSE/Install).
- Drove growth through distributor enablement (5–7 partners) and execution discipline; contributed to >$60M USD revenue across the region.
- Managed high-profile stakeholders (senior healthcare executives and physicians); ensured projects met scope, schedule, and customer success outcomes.
- Supported device registration and importation processes with suppliers, customers, and logistics to meet government requirements.

Elekta — 3rd Line Oncology Support Specialist (Linac Control Systems)

Aug 2009 – Aug 2011 | UK / EMEA

- Provided 3rd-level technical support on complex Linac Control Systems; traveled to sites to resolve issues when 1st/2nd line could not.
- Supported new product/software releases during installations; ensured knowledge transfer between Engineering and Service/support teams.
- Authored technical tips and improved documentation; trained and advised Field Service Engineers on advanced troubleshooting.

Elekta — Product Specialist (Oncology Systems)

Aug 2011 – Dec 2012 | UK / Global

- Supported business line development with technical/product input for new and existing products; contributed to competitor analysis and portfolio positioning.
- Delivered product training and supported sales enablement activities, including trade shows and customer-facing discussions.

Varian Medical Systems — Senior Installation Engineer (OIS / ARIA Ecosystem)

Mar 2007 – Aug 2009 | EMEA / APAC

- Technical/team lead for complex oncology information system installations and upgrades; enabled customer self-sufficiency through training and SOPs.
- Delivered high-stakes hospital upgrades and new installs across Europe/Asia, including early RapidArc deployments and migrations from legacy platforms to ARIA/Eclipse.

Varian Medical Systems — IT Specialist, Education Department

Jun 2005 – Mar 2007 | UK

- Managed classroom/linac training lab infrastructure (13 classrooms, 9 linac rooms); performed imaging/software deployments, upgrades, and troubleshooting.
- Led virtualization/automation pilot to simplify a complex multi-version compatibility matrix into a scheduled, automated deployment approach.

IMPAC Medical Systems — Global Oncology Support Specialist

Jan 2005 – Jun 2005 | Global Support

- Supported radiation & medical oncology systems serving ~1,400 cancer centers across 45 countries; handled upgrades, troubleshooting, and workflow optimization.
- Provided multilingual support (Portuguese/Spanish/English); assisted implementation teams with installs and staff training.

Fremont Medical Centers — Director of Information Systems

Jan 2000 – Dec 2004 | USA

- Owned IT strategy and operations: network, telephony, internal systems, and helpdesk; managed vendors and a ~$2M operating budget.
- Modernized hospital infrastructure and drove evaluation/adoption of new technologies (e-prescribe, EMR selection/adoption).

EDUCATION

MBA, Project Management — USP/ESALQ (2021–2022)

B.S. (Computer Technology / Business Mgmt & Information Systems) — UNA (1994–1998)

ATS KEYWORDS

Unity (MR Linac), MOSAIQ, Monaco, ARIA, Eclipse, Windows Server, SQL Server, DICOM, networking, escalation management, service delivery, installation/upgrade, RCA, SOP/SIP, stakeholder management, Project Management, Customer Success, Leadership