

JEAN PIERRE T. DE PAULA

Enterprise Customer Success (Clinical Systems) | Healthcare IT Integrations | Deployments, Escalations, Reliability

Orlando, FL (preferred) | Open to remote or relocation | Travel preference: ≤25%

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SUMMARY

MedTech and healthcare IT leader with 20+ years in radiation oncology ecosystems (Elekta/Varian/Accuray/IMPAC), spanning complex hospital deployments, upgrades, and high-stakes escalations. Known for translating clinical and IT requirements into safe, reliable operations; standardizing delivery playbooks; and aligning executives, IT, and clinical teams to measurable outcomes (adoption, reliability, time-to-value).

CORE STRENGTHS

- Clinical systems domain expertise: linac ecosystems, record & verify, treatment planning; Unity/MOSAIQ/Monaco and ARIA/Eclipse exposure
- Hospital IT integrations: Windows Server, SQL Server, Citrix/virtualization, networking; clinical workflow reliability
- Escalation leadership in regulated environments: structured triage, RCA coordination, and clear stakeholder communication
- Implementation/program delivery across multi-stakeholder teams; documentation and standardization (SIPs/TRFs, checklists, playbooks)
- Global, partner/distributor collaboration; executive-level communication and customer outcomes ownership

EXPERIENCE

Elekta — MR Linac Systems Specialist (Unity) — Integrations & Tier 3/4 Escalations

Oct 2023 – Present | USA / Remote/Onsite (as needed)

- Support complex Unity MR Linac clinical IT ecosystems: installations, 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 restore clinical operations and reduce repeat incidents.
- Built a Teams-based Unity connectivity handover dataset to transfer deployment-critical settings from Systems Specialists to Clinical Operations; onboarded **10+ sites since Jan 2026** and reduced coordination overhead (fewer meetings/calls) and hours of data gathering per site.
- Created a standardized Unity connectivity playbook in Smartsheet (template built from scratch) to centralize tasks, dependencies, ownership, and risk-of-delay tracking; pilot rollout with Systems Specialists and PMs (deployed ~1 month ago).
- Maintain and improve Software Installation Procedures (SIPs), Technical Reference Files (TRFs), and knowledge assets to improve first-time-right execution and reduce escalation risk.

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 (CyberKnife, Radixact, TomoTherapy, TomoReNew), coordinating cross-functional teams and distributor partners through pre-sales, installation, go-live, warranty, and service readiness.

- Improved delivery predictability by standardizing project execution and milestone governance; reduced forecast variance from **12-24 months** to **≤6 months** (remaining variance typically driven by construction permitting).
- Resolved a high-risk Radixact deployment in La Paz, Bolivia (high altitude) by driving internal development and deployment of a high-altitude hardware kit; resulted in rare downtime and high regional reliability.
- Improved uptime outcomes across distributor markets by staging spare parts kits per country, supporting a Mexico logistics depot model, and coordinating specialized US-based freight forwarding for LATAM shipments.
- Enabled and governed distributor performance across 5-7 partners; managed senior customer stakeholders and ensured regulatory/logistics requirements were met for new and refurbished systems.

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

Aug 2009 – Aug 2011 | UK / EMEA

- Provided 3rd-level technical support for Linac Control Systems; traveled onsite for complex issues and supported new releases during installations.
- Authored technical tips and improved documentation; trained 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; delivered product training and sales enablement activities.

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

Mar 2007 – Aug 2009 | EMEA / APAC

- Led complex oncology information system installations and upgrades; delivered high-stakes hospital go-lives and migrations to ARIA/Eclipse.

Varian Medical Systems — IT Specialist, Education Department

Jun 2005 – Mar 2007 | USA

- Managed training lab infrastructure (13 classrooms, 9 linac rooms); led a virtualization/automation pilot for multi-version deployment simplification.

IMPAC Medical Systems — Global Oncology Support Specialist

Jan 2005 – Jun 2005 | USA / Global Support

- Supported radiation and medical oncology systems serving ~1,400 cancer centers across 45 countries; multilingual support (Portuguese/Spanish/English).

Fremont Medical Centers — Director of Information Systems

Jan 2000 – Dec 2004 | USA

- Owned IT strategy and operations (network, telephony, systems, helpdesk); managed vendors and a ~\$2M operating budget; modernized infrastructure and supported EMR selection/adoption.

EDUCATION

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

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

ATS KEYWORDS

Enterprise Customer Success, Clinical Systems, Unity (MR Linac), MOSAIQ, Monaco, ARIA, Eclipse, Windows Server, SQL Server, Citrix, DICOM, networking, escalation management, RCA, installation/upgrade, SIP/SOP, stakeholder management, project management, Smartsheet, Microsoft Teams