

STRENGTHS

-  **Procedural Guidance**
During live cases, translated technical steps into calm direction for physicians, nurses, and procedural staff.
-  **Customer Education**
Case observations revealed learning gaps, leading to focused demonstrations that helped users gain confidence.
-  **Account Partnership**
Sales colleagues relied on organized forecasts, supply checks, and account follow through during busy procedure cycles.
-  **Quality Escalation**
When product concerns surfaced, captured clear details and routed them through established quality channels.
-  **Field Adaptability**
Frequent travel and changing case calendars required quick adjustments, yet customer commitments stayed covered.

SKILLS

- Clinical Sales Medical Devices
- Surgical Robotics Urology
- Endourology Procedural Support
- Physician Education
- Clinical Training
- Account Development
- Utilization Growth
- Referral Development
- Territory Planning
- Hospital Credentialing

SUMMARY

Clinical sales and **procedural support** professional with 7 years of medical device experience across **surgical robotics**, **urology**, endourology, operating room case coverage, physician education, account development, and regulated hospital environments. Provides calm, practical guidance during live patient cases, helping physicians, nurses, and procedural staff use technical devices with confidence. Builds account relationships through clinical demonstrations, launch preparation, training events, utilization planning, product availability, and responsive service. Partners with sales leadership on account plans, referral development, territory execution, complaint escalation, and customer education across hospitals and **ambulatory surgery centers**. Maintains hospital credentialing, quality documentation, and customer access requirements while traveling extensively and working autonomously. Prepared to support clinical adoption and dependable customer service across a demanding field territory.

EXPERIENCE

Senior Clinical Sales Specialist

Pacific Robotic Surgical Solutions  February 2024 - Present  Sacramento, CA

Leads field clinical support for robotic assisted surgical cases across hospitals and **ambulatory surgery centers**. Owns account education, launch activity, product availability, escalation pathways, and partnership with sales leadership. Supports customer confidence, utilization, quality processes, and **territory execution** through frequent overnight travel.

- Guided robotic case setup and troubleshooting, keeping **physicians** and staff confident during live procedures.
- Built account education plans with demonstrations, strengthening device competence among surgeons, **nurses**, and technicians.
- Coordinated forecasts and supply planning, keeping capital equipment and procedure supplies ready for scheduled cases.
- Translated technical workflows into practical instruction, helping experienced and newly trained clinicians adopt products.
- Routed complaints and technical questions through quality channels, preserving timely follow through for customers.
- Supported launches across **hospitals**, maintaining credentialing, access compliance, and dependable procedural coverage.

Clinical Sales Representative

Sierra Endourology Technologies  May 2022 - January 2024  Roseville, CA

Supported urology and endourology customers through in room procedural guidance, kidney stone workflow education, **product demonstrations**, **account development**, and inventory coordination. Worked closely with territory sales colleagues to grow utilization, address customer needs, and keep procedure related products available across hospital accounts.

- Supported **endourology** cases, guiding urologists and nurses through minimally invasive device workflows.
- Delivered kidney stone treatment demonstrations, improving room readiness and staff confidence during scheduled procedures.
- Identified education gaps through case coverage, then shaped follow up training around user proficiency.
- Reviewed account activity with sales colleagues, uncovering adoption opportunities within established hospital relationships.
- Coordinated replenishment before procedures, preventing supply questions from disrupting clinical schedules.
- Documented complaints through quality channels, giving internal teams clear information for technical review.

Complaint Escalation

Quality Compliance

LANGUAGES

English Native

Spanish Proficient

MY CAREER



- Senior Clinical Sales Specialist at Pacific Robotic Surgical Solutions (2.6 Years)
- Clinical Sales Representative at Sierra Endourology Technologies (1.7 Years)
- Clinical Specialist at Capital Surgical Devices (1.8 Years)
- Associate Clinical Support Specialist at Valley Medical Equipment Services (1 Years)

Clinical Specialist

Capital Surgical Devices 📅 July 2020 - April 2022 📍 Sacramento, CA

Provided operating room coverage for minimally invasive surgical products across multiple customer sites. Managed clinical training, equipment readiness, credentialing, demonstrations, onboarding, feedback collection, and a changing case calendar while maintaining regulated support practices and responsive customer service.

- Prepared teams for minimally invasive cases, reducing uncertainty around setup and approved product use.
- Trained nurses and surgical technologists through small group sessions and case based instruction.
- Kept facility access records current, supporting reliable coverage across multiple **hospital credentialing** systems.
- Collected post case feedback, routing technical questions and potential complaints to quality teams.
- Coordinated demonstrations and onboarding, aligning equipment readiness, materials, schedules, and follow up.
- Managed regional case calendars, balancing urgent coverage changes with planned education commitments.

Associate Clinical Support Specialist

Valley Medical Equipment Services 📅 June 2019 - June 2020 📍 Davis, CA

Supported senior clinical specialists during supervised hospital procedures involving technical medical equipment. Prepared approved materials, tracked equipment readiness, documented **customer access** records, observed procedural workflows, and coordinated routine service questions while building foundational knowledge of operating room operations and regulated device support.

- Prepared equipment and approved materials, escalating missing components before scheduled clinical use.
- Observed procedural workflows, helping senior specialists target education around setup and device operation.
- Maintained access and training records, supporting **hospital credentialing** and internal compliance reviews.
- Coordinated routine availability questions, keeping field support organized across scheduled procedures.
- Learned sterile area expectations through supervised assignments, strengthening safe operating room communication.
- Documented recurring staff questions, giving specialists useful themes for future **customer education**.

PROJECTS

Urology Utilization Launch 📅 2024

Built account education and launch preparation practices for robotic and endourology customers. Connected demonstrations, case observation, supply planning, and follow up education with clinical adoption goals across hospital and ambulatory surgery center settings.

Regional Case Coverage Program 📅 2022

Organized multi site procedural coverage, credentialing records, equipment readiness, and training commitments. Created a practical rhythm for handling urgent schedule changes without losing customer service follow through.

LEADERSHIP & AWARDS

- Recognized by clinical teams for dependable live case support and clear procedural education.
- Selected for senior clinical sales responsibilities after building trusted physician and staff relationships.
- Praised by field partners for organized account follow through, supply readiness, and issue escalation.

EDUCATION

Bachelor's Degree in Health Sciences

California State University, Sacramento 🎓 GPA: 3.5 📅 2019 📍 Sacramento, CA

Coursework: *Anatomy, Medical Terminology, Healthcare Quality, Clinical Practice*

CERTIFICATIONS

- Certified Medical Device Reprocessing Technician 📅 2020
- Valid California Driver's License 📅 2019

TECHNICAL SKILLS

- **Robotic Surgery:** Surgical robotics, robotic assisted care, procedural workflows
- **Urology Care:** Urology, endourology, kidney stone treatment
- **Clinical Support:** Live case coverage, procedural guidance, room coordination
- **Customer Education:** Physician education, clinical training, product demonstrations
- **Account Sales:** Account planning, territory execution, utilization growth
- **Hospital Operations:** Hospital credentialing, customer access, ambulatory surgery centers
- **Quality Systems:** Complaint reporting, issue escalation, regulated quality processes
- **Supply Readiness:** Inventory coordination, product availability, procedure forecasting
- **Commercial Programs:** Referral development, sales leadership partnership, MBO programs
- **Field Service:** Extensive territory travel, overnight travel, autonomous field work

PROFESSIONAL AFFILIATIONS

- Medical device clinical sales community, focused on procedural education and customer service.
- Urology and endourology professional network, supporting continued learning in technical procedural care.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST