

Objective	To utilize my skills and knowledge in Clinical Education and Virtual Instruction as an integral team member in leading edge medical technology. To further learn, challenge and develop my career in education delivery to its full potential.		
Education	2001 – 2003	Tidewater Community College	Virginia Beach, VA
	Diagnostic Medical Sonography Certificate / Health Science Technology, AA Degree		
	1998 – 2000	Montgomery College	Tacoma Park, MD
	Diagnostic Medical Sonography		
	1997 – 1998	George Mason University	Fairfax, VA
	Biology		
	1993 – 1997	Magruder High School	Rockville, MD
	High School Diploma		
Professional Experience	Mar 2006 – Present	Philips Healthcare	Bothell, WA
	Clinical Education Specialist/ Certified Classroom and Virtual Instructor		
	• Provide post system installation education for customers through entitlements and purchased education courses. • Drive attendance to education courses through developing relationships with customers to ensure they are fully utilizing education entitlements in a manner that supports their clinical education needs. • Deliver classroom education to physicians and clinical sonographer while meeting or exceeding a customer satisfaction of 95% of highly satisfied or greater. • Complete purchased training days at customer sites within calendar year. • Participate in New Product training initiatives, inclusive of Train the Trainer, new product implementation and software upgrades annually. Support all service-related customer system issues requiring onsite clinical support. • Support Product Application Specialist (sales organization) with on-site installation training when required and duties allow. • Develop and deliver virtual training courses for both clinical external customers and internal employees through virtual platforms such as Adobe Connect, Zoom and GoTo Meeting. • Successfully manage all company assets: system, transducer, phantom, & laptops inventory. • Ensure revenue and expense targets are met. Meet designated annual and monthly metrics. • Successfully maintains Territory Management.		
	Strengths: - Competent knowledge regarding the future of clinical education and a full understanding of Philips' position in that realm. - Dependable team player, flexible to meet the changing needs of		

surrounding territories as well as my own.

- Ability to identify customer needs and apply it to the sales demo process.
- Developing lasting internal and external customer relationships.
- Diligence to execute plans and overcome adversity.

Jan 2003 – Mar 2006 Mary Washington Hospital Fredericksburg, VA

Staff Sonographer

- Performed ultrasound examinations in a diverse multi-modality department to include interventional procedures and portable surgical procedures
- Provide key diagnostic information for physician review
- Displayed advanced responsibility working independently during weekend night shifts

Aug 2002 – Dec 2002 DePaul Medical Center Norfolk, VA

Staff Sonographer, PRN

- Consistently displayed confident diagnostic skills in a multi-modality department
- Selected for on-call hours as needed
- Fine tuned skills for post-graduation career

Professional Memberships

Society of Diagnostic Medical Sonographers
American Registry of Diagnostic Medical Sonographers

Accreditations

ARDMS Registered in Abdominal and OB/GYN Ultrasound.
CompTia CTT+ Certified, CompTia Virtual CTT+ Certified, LEAN Certified

References

Professional:

Amy Lex (425) 246-9983 Philips Healthcare
Janet Brown (715) 781-6663 Philips Healthcare

Personal:

Charlene Croyts (216) 702-5274
Ashleigh Contos (540) 220-6430