

Highly accomplished medical professional with a distinct passion for continuously improving performance and quality of care for patients. Dedicated to leveraging experience and education to accomplish organizational mission through the provision of extraordinary quality of care. Recognized for a strong work ethic, integrity, and a high degree of personal initiative.

## Areas of Expertise:

Multi-lingual (English, Spanish, & French) – BLS Provider – Lean Six Sigma Yellow Belt – CCTN

Surgical Operations – Project Management – Presentations – Organizational Change – Team Building – OR Renovation – Case Management

Microsoft Office – Performance Improvement – Executive Leadership – Strategic Thinking – Regulatory Compliance

## *Professional Overview*

### **Medical Science Liaison (April 2020 to present)** ▸ OXFORD IMMUNOTEC, MARLBOROUGH, MA (REMOTE)

- Scientific and clinical professional responsible for providing comprehensive, accurate, fair, balanced, objective, scientifically rigorous information and appropriate product and disease state education to key opinion leaders and other health care professionals and internal partners based on business needs in compliance with all policies and procedures.
- Responsible for building and maintaining external relationships with recognized experts in the therapeutic area and effectively engaging these individuals in scientific exchange according to company strategy at an appropriately determined cadence.
- Respond to unsolicited requests for medical information from healthcare providers.
- Responsible for staying current on scientific literature and treatment landscape trends relevant to latent tuberculosis infection and active tuberculosis particularly in children and immunocompromised.
- Provide high-level support for company-sponsored trials and aides in navigating investigator-initiated research proposals through the review process.
- Strategically approach territory management and adjusts strategy and tactics as directed.
- Attend scientific conferences to gather, analyze and synthesize new scientific information relevant to the company and the external scientific community.
- Execute key administrative functions, including documentation of field activities, submission of medical insights, expense report submission, and other tasks as deemed business necessary.

### **Medical Science Liaison (2019 - 2020)** ▸ CAREDX, BRISBANE, CA (REMOTE)

Develop and foster credible relationships with healthcare professionals specializing in transplant surgery, transplant nephrology, cardiology/pulmonology and pediatric patient care.

- Provide medical support and training to regional cross-functional colleagues (e.g., Key Opinion Leaders, Clinician, Clinical Research, Coordinators, etc.)
- Collect, analyze and report medical insights that may impact donor-derived Cell- Free DNA development plans, clinical trials, strategies, tactics and medical education programs.
- Provides clinical education and training support to clinicians and serve as a scientific expert ON THE FIELD.
- Work collaboratively and cross-functionally with other in-field members while retaining functional independence.
- Proactively execute the in-field medical affairs activity.
- Build and maintaining meaningful relationships with key opinion leaders pertaining to molecular diagnostic testing technology and clinical utility.
- Participate and contribute to research projects that increase the value of the technology.
- Establish robust, long-term peer relationships with Key Opinion Leaders and other Stakeholder partners.
- Organizes educational meetings or local scientific advisory boards when requested.
- Support speakers training to ensure continued scientific support in the field.

**Director of Professional Practice, Research & Education (2017 – 2019)** › JACKSON MEMORIAL HOSPITAL, MIAMI, FL

Deliver planning, administration, and implementation for overall nursing education of 2k+ nurses. Partner with nursing leadership to create and execute strategies meeting educational needs for patient care services based on evidence-based research. Lead, attend, and support nursing-led quantitative and qualitative clinical research. Create learning curriculum for specialty nursing to facilitate nursing practice and evidence-based research.

- Improved patient care outcomes by formulating action plans based on outcomes related to hospital quality measures related to hospital-acquired infections.
- Exercised strategic mindset to restructure Education Department yielding practical education provided to nursing workforce at unit level.
- Lead Clinical Project Manager for all significant clinical equipment implementation within hospital organization.
- Served as Internal Consultant and subject matter expert on transplant-related nursing care management, usage of services, and case management for reduction of duration for outpatient and inpatient transplant population for all organs leading to \$48k in cost savings for improved discharge planning for liver transplant patients.

**Associate Director Transplant Services – All Organs (2014 – 2017)**

Administered division of transplant in perioperative arena patient throughput and surgical transplant floors with capacity of 64 beds. Orchestrated patient care services with multi-disciplinary groups to usher in exemplary delivery of care to transplant patient in all stages of transplant process. Streamlined communication by acting as liaison for organ procurement, Miami Transplant Institute, and senior leadership in Jackson Health System. Remained hands-on with all operations of inpatient surgical transplant units.

- Optimized work functions by implementing automatic ischemia time calculation in CERNER.
- Employed focus and reliability to augment compliance in ABO verification to 100% and patient throughput for liver transplant patients reducing CIT by 4 hours (10 hours to 6 hours).
- Enhanced safety and standardization of care for transplant patient by forming kidney transplant on-call team.
- Boosted work performance by onboarding new Heart-Lung Transplant Surgeon.
- Condensed backlog of patient referrals through augmentations of process workflows.
- Heightened process flow in GI abolishing risk of backlog in schedule, as well as efficiency of pre-admission surgical patients through implementation of telehealth to 90% from 20%.
- Fueled continuous quality improvement by instituting vendor identification policy, perioperative leadership huddle for better communication, recycling program for OR, OR monitor for 24-hour contact with all staff, and new service line in Cath lab performing renal biopsies slashing LOS on in-patient units.

**Nurse Manager** › LENOX HILL, NEW YORK, NY

2012 – 2014

Governed 24-hour management of skull-based and neurosurgery service lines in perioperative environments. Oversaw daily operations of instrumentation, supplies, case order, and staff competency. Controlled service finances while complying with budget parameters. Collected data, charted quality improvement activities, and applied metrics to process improvement initiatives.

- Introduced and launched pediatric vascular surgery program.
- Elevated FCOT to 90% by establishing transformational leadership and constructed Turnover Efficiency Accountability Manager (TEAM) framework, as well as TOT to national benchmark values for all service-lines by implementing TEAM concept.

*Professional Overview (Continued)*

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**Senior Kidney Transplant Coordinator** ▶ RMTI/THE MOUNT SINAI MEDICAL CENTER, NEW YORK, NY 2011 – 2012

Ran daily clinical operations of transplant institute and clinic, as well as organ transplant process in pre and post stages of transplant. Observed and assessed caseloads of 600+ post-transplant and 1.8k pre-transplant. Worked in concert with quality and process improvement stakeholders to retain compliance with CMS/UNOS and OPTN. Guaranteed patients access appropriate services according to their transplant health needs. Brought in transplant plan of care according to patient stage in transplant process by supporting referrals.

**Nurse Manager** ▶ THE MOUNT SINAI-BETH ISRAEL MEDICAL CENTER, NEW YORK, NY 2009 – 2011

Supervised OR block schedule and guided 60 employees in a 7-OR suite ambulatory surgery center and offsite 2-OR surgery center. Monitored daily operations of multi-service line surgery center to involve budgeting for capital equipment and employees. Preserved control of supplies and equipment using time management system.

**Notable Metrics**

- Architected new service-line to increase volume by 14%.
- Diminished agency utilization rate to 1%, versus 10%, in 3 months.
- Skyrocketed employee satisfaction rate from 35% to 85% in 6 months.
- Strategically and consistently attained 99% physician satisfaction and patient satisfaction rate.

**Leadership & Personal Excellence**

- Achieved success in TJC survey with no recommendations.
- Installed TeamSTEPPS as part of system-wide communication initiative.
- Served as Lead Clinical Project Manager to renovate ASU and finalized project within deadline and budget.

**Affiliations**

- Proud member of Peri-operative Services Committee and Peri-operative Quality Improvement Committee.

**Senior Research Coordinator** ▶ UNIVERSITY OF MIAMI SCHOOL OF MEDICINE, MIAMI, FL 2008 – 2009

Concocted New Research Department for Department of Hospital Medicine. Handled research study associated activities regarding IRB and CITI protocols. Helped with project planning and confirmed pre-established work scope, study protocol, regulatory requirements were followed, and quality of study was maintained. Participated in industry meetings discussing topics around changes and updates.

**Director of Nursing** ▶ MIAMI LAKES SURGERY CENTER, MIAMI LAKES, FL 2006 – 2008

Fulfilled role of Lead Clinical Project Manager while overseeing clinical operation of new start-up center. Retained budget for supplies and labor-aligned with quarterly projections. Established current and effective policies and procedures.

- Successfully hit 96% patient satisfaction rate and 95% physician satisfaction rate.
- Championed successful accreditation of all state regulatory agencies (AAAH & AHCA).
- Chair of Quality Improvement and performance improvement studies.
- Member of Quality, Pharmacy, and Radiation committees.

**Operating Room Clinical Director** ▶ MOUNT SINAI MEDICAL CENTER, MIAMI BEACH, FL 2004 – 2006

Regulated clinical competencies for staff of four in cost centers (Main OR, Ambulatory, PACU, and Cystoscopy Suite). Focused on maintaining regulatory compliance of daily operations of surgical services. Managed annual evaluations to address weaknesses within operations.

- Introduced new surgical policies and procedures to improve work performance.
- Improved professionalism of staff and maintenance through education of quality measures.

*Education & Licenses*

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<b>Doctor of Philosophy (Pursuing)</b>	University of Miami School of Nursing & Health Studies
<b>Doctor of Nursing Practice – Systems Leadership</b>	Rush University
<b>Master of Business Administration in Health Care Management</b>	University of Phoenix
<b>Bachelor of Science in Nursing</b>	University of Miami
<b>Associate in Science in Nursing (Clinical Excellence Award Recipient)</b>	Miami-Dade Community College
<b>State of FL &amp; NY Nursing License – Active &amp; Multi-state Compact Nursing License</b>	