

## Pam Andow - Professional Experience

Ulthera, Inc.; Mesa, AZ - 2008 to Present

Medical device company that combines nonsurgical ultrasound imaging and therapy to treat patients who are seeking cosmetic improvements to the skin where lifting, firming, tightening and toning of tissue is desired.

### Clinical Applications Specialist

Responsible for training medical staff and their support team in the indications and use of the Ulthera system. The target audience is plastic surgeons, facial plastic surgeons, oculoplastic surgeons and dermatologist. Establish strong relationships with physicians, nurses and medical aesthetic industry professionals.

Oversee new commercial installations and site trainings to ensure standardization of and consistency of training materials.

Executes clinical training for Commercial Clinical Application Specialist and U.S. and Sales Team members and OUS Distributors.

Contributes to the professional development and monitors performance of 5 Ulthera Clinical Applications Specialist.

Provides clinical support for U.S. and O.U.S. physician accounts via site visits and conference calls.

Promotes Ulthera technology by participating in marketing events at Commercial accounts.

Starred "B" role in the Ulthera clinical training video.

Contributed to development of course content and served as faculty in the "Advanced Course for Aesthetic Extenders".

Contributes to the development, revision and execution of US and OUS marketing materials.

Served as investigational study monitor for IRB approved clinical trials in the U.S and outside the U.S. including Europe and Australia.

Provide photographic quantitative assessment on studies subjects who participated in the clinical trial.

Support medical staff podium presentations of Ultherapy with power point slides.

Participates in conducting pre-clinical studies on in-house models and ultimately the development of new protocols.

Coordinated and conducted over 100 in-house Ultherapy study treatments.

The Shaw Center; Scottsdale, AZ - 2006 to 2008

Plastic Surgery office offering surgical and non-surgical aesthetic enhancement procedures and related products to customers.

RN Medical Aesthetic Specialist

Increased practice volume by prospecting new patient using a variety of sales techniques.

Conducted patient consultations and developed aesthetic patient care plans which included combinations of surgical and nonsurgical procedures and products.

Independently provided the following procedures: Botox and dermal filler injections, IPL and RF treatments and veinwave sclerotherapy.

Facilitated live patient demos with 3 of the latest laser technologies. These demos were held in our office setting with live patients and medical instructors.

Worked with 4 different laser platforms including ILP, Nd:Yag, RF and fractionated CO2.

Served in a consultant role to a plastic surgeon in Tucson, AZ.

Radiance MedSpa; Glendale, AZ - 2005 to 2006

International MedSpa franchise offering full service aesthetic treatments and products.

MedSpa Director and RN Medical Aesthetic Specialist

Established accounts with vendors and set up training schedules for all employees when the medspa open in September 2005.

Orchestrated the grand opening and monthly open house patient education events.

E-blast existing patients related to special offers.

Served as Lead RN Medical Aesthetic Specialist and provided patient consults and procedures.

Received recognition as #1 performer in international Botox sales twice during my tenure.

Arkansas Children's Hospital; Little Rock, AR - 1990 to 2005

One of the largest pediatric hospitals in the nation, ACH is named one of US and World Report's best pediatric hospitals and is also ranked No. 85 on the fortune 100 best companies to work for

Nursing Director, Ambulatory Care Services - 1995 to 2005

Assistant Nursing, Director Burn Center - 1990 to 1995

Staff RN, Pediatric Critical Care, Emergency Department - 1981 to 1989

Progressively promoted to multiple management roles; ultimately responsible for P&L, operations, medical practice management, clinical staff hiring and development, inventory control, management of customer service.

Accountable for clinical operations in a variety of multi-specialty clinics on the ACH main campus and in satellite locations, including: Hematology, Oncology, Gastroenterology, Pulmonary, Nephrology, Allergy, Genetics, Adolescent Medicine, Diabetes, Dermatology, Cardiology, Neurology and General Pediatrics.

Renovated 3 clinics and moved a large multi- specialty practice to an off-site location and merged 2 outpatient clinics.

Contributed to professional development and performance evaluations for employees, including RNs, LPNs, clerical staff and technical support staff.

Planned and executed an employee driven Ambulatory Care Employee Satisfaction program that resulted in marked improve in our outsourced employee satisfaction scores.

Coordinated and implemented a statewide burn trauma outreach program targeted to emergency department medical and nursing staff. This program resulted in a 20% increase in our burn trauma referrals as well as having a significant impact on our quality performance measures for patient outcomes.

Orchestrated the development of Camp Sunshine a statewide pediatric burn survivor camp. This program was completely funded by the Arkansas Council of Professional Firefighters and helped hundreds of pediatric burn survivors" deal with their disfiguring scar. The camp is supported by Firefighters, nursing and medical staff and community volunteers. This project has helped hundreds of pediatric burn survivors deal with their disfiguring scars by bring them together with others who have the same type of injuries.

Formed alliances with the Arkansas Professional Firefighters which resulted in annual donations to the Burn Center.

## Advanced Burn Life Support Trainer