

# Arling S. Landers

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Dedicated, people-oriented **Laboratory Robotics Sales Representative** with 5+ years' professional experience in laboratory robotics industry as applications services manager and specialist. Demonstrated talent cultivating business relationships, presenting products, and communicating technological concepts. Recognized for on-time project completion with minimal supervision, and customer relations and problem resolution expertise. Possess direct sales experience by providing new product demonstrations, enabling effective dissemination of technical knowledge. Conversant in Spanish. PC proficiency in MS Word, VisualBasic 6.0, VisualBasic for Applications, Laboratory Automation, and Internet navigation. Available for relocation.

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**Endorsement:** *"Arling's constant and diligent efforts under pressure are indispensable in establishing the credibility of our technology. He consistently remains focused and unruffled in high-stress, high-stakes situations."*

## Career Qualifications

- ✓ Extensive network of contacts with research laboratories and pharmaceutical companies.
- ✓ Track record cultivating partnerships and developing business with OEM's and existing business partners.
- ✓ Substantial corporate representation and product presentation experience at trade shows and sales calls.
- ✓ Proven ability to effectively train and educate staff, business partners, and clients relative to technological concepts and products.
- ✓ Strong interpersonal communications and relationship building skills.
- ✓ Expert technical skills and product knowledge required to effectively support customers.
- ✓ Received Outstanding Laboratory Instructor award from San Diego State University for exceptional instructional skills, and 2002 R&D Award from Research and Development Magazine for expert product knowledge and explanation.

## Professional Experience

**KLING TECHNOLOGIES, INC.**, Sunnyvale, CA

**2000 – Present**

### Applications Services Manager

- Build partnerships and develop business serving as company representative at trade shows as well as on-site and off-site demonstrations.
- Conduct technical conference calls with business partners to resolve problems and answer questions.
- Partner with vendors to design and manufacture custom components relative to innovative technologies.
- Cultivated relationships with and provided technical support and training globally to research laboratories such as Qiagen Instruments, Thermo Labsystems, Gilson, Inc., and Robbins Scientific/Apogent; and pharmaceutical companies including Glaxo-Smith-Kline, Bristol-Myers-Squibb, and Chiron.
- Create processes and training materials for technical support.
- Deliver effective, thorough instruction to technical support, applications, and manufacturing staff.
- Partner with staff members including engineering staff, director of technology, operations staff, and business development staff to design and test components and systems, establish and support beta sites, develop customer feedback loop to facilitate correction of product deficiencies, and define line extensions based on emerging markets.
- Facilitate technology testing and validation by writing graphical user interfaces in VisualBasic.
- Enable business partners to investigate technology by writing, supplying, and maintaining shared, custom software.
- Contribute to all departmental test plans by maintaining and reviewing test plan records, and designing and documenting test protocols that establish operational parameters for technology in various configurations.
- Submitted two patents currently pending approval: Universal Calibration System and Method for a High Performance, Low Volume, Non-Contact Liquid Dispensing Apparatus, Application No. 10/353,804; and High Performance, Low Volume, Non-Contact Liquid Dispensing Apparatus and Method, Application No. 10/353,824.

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## Professional Experience *(Continued)*

CONCO COMPANY, Las Vegas, NV

1996 – 2000

### Applications Specialist

- Represented company at trade shows and developed profitable business relationships with vendors and clients.
- Provided technical support and training for field sales representatives located throughout the U.S., Europe, and Asia.
- Instructed clients concerning proper usage of hardware and software for MicroLab series instruments.
- Collaborated with engineering department to develop hardware and software, and wrote related validation protocols and reports.
- Utilized MS Excel VisualBasic for Applications to develop front-end, user-friendly graphical user interface for clinical accounts.
- Led technical support for MicroLab 2200 and 4000 series liquid-handling instruments.

QUANTUM, INC. (formerly Davis Institute), San Diego, CA

1992 – 1996

### Extraction Department Supervisor

- Held full responsibility for training, educating, supervising, and evaluating ten department employees.
- Provided oversight for entire department operations for extraction, isolation, derivatization, and purification of drugs of abuse and their metabolites in preparation for confirmation by GC/MS analysis.
- Ensured compliance with SAMSHA and CAP regulations by monitoring laboratory's standard operating procedures.
- Performed administrative functions including reagents and supply purchasing, record maintenance, and organization and documentation of storage area.
- Directed transition of extraction procedures to laboratory automation by using Hamilton MicroLab 2200 with Eclipse software.
- Oversaw development, validation, and implementation of new extraction procedures, and coordinated hazardous waste disposal.

DAVIS INSTITUTE, San Diego, CA

1991 – 1992

### Laboratory Technician

- Performed routine assays specifically for forensic urine drug testing.

SAN DIEGO STATE UNIVERSITY, DEPARTMENT OF CHEMISTRY, San Diego, CA

1989 – 1991

### Graduate Teaching Assistant

- Delivered lectures and taught undergraduate students in general and organic chemistry courses and laboratories.

## Education

San Diego State University, San Diego, CA

*Master of Science in Chemistry*

Thesis Title: "Thermal Decomposition of Asymmetrically Substituted 1-2 Dioxetanes"

*Bachelor of Science in Chemistry*