

2018 Excellence In Practice Management Forum

Starkey Hearing Technologies Course ID: 18-LE-012
Requested Course Hours/CEUs: 9 Hour | 0.9 CEUs
Active Course Dates: 02/02/2018 – 12/31/2018

Course Needs Assessment

To provide best-in-class patient care, it is incumbent upon the professional to ensure they are current in all aspects of hearing healthcare. Hearing care practitioners need to be cognizant of the fields of hearing, hearing loss, amplification systems, aural rehabilitation and patient outcomes. The purpose of this activity is to provide professional development in the areas of product training, patient management and practice building, specifically hearing instrument systems technology, selecting amplification systems, instrument fitting techniques, patient follow-up and care and management considerations in hearing instrument dispensing. Content is presented at an intermediate level focused on increasing knowledge and skill level of the participant. Each session will be led by an instructor and/or discussion leader and will focus on pre-determined goals and objectives. Facility tours and exhibit activities are not included in the calculation for the total CEUs offered. This course enables audiologists and others in the audiology field to better serve their patients by providing continuing education that prepares professionals for fitting hearing aids to patients with hearing loss.

Course Description

Attendees learned that spatial deficits may lead to miscommunication and withdrawal and that high frequency directionality assists with speech understanding in quiet as well as complex environments. They also learned that there are a variety of rechargeable and power options available. This course discussed advancements in amplification systems that offer customization in the field.

Course Learning Outcomes

Day 1 Learning Outcomes

Upon completion, participants will be able to:

1. Identify the benefits of rechargeable hearing aid technology
2. Identify the benefits of wireless connectivity in digital hearing aid platforms
3. Identify the benefits of technology that enhances spatial hearing
4. List the benefits of technology that offers directional benefit in quiet environments
5. List practice management strategies that focus on long-term patient care and improve patient outcomes
6. Identify the benefits of a sustainable community-based hearing healthcare program

Day 2 Learning Outcomes

Upon completion, participants will be able to:

1. List the steps of establishing a practice vision that meets the needs of the patients
2. Identify strategies used to develop new hearing health technology
3. Identify products and strategies that allow the professional to be the ear expert and meet the needs of patients

Course Presenters

Various Education & Training Staff

Various Commercial & Government Sales Staff

Promotional Materials: National Boards

Starkey Hearing Technologies has pre-registered this course with:

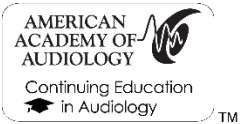
ASHA



Starkey Hearing Technologies is approved by the Continuing Education Board of the American Speech-Language-Hearing Association (ASHA) to provide continuing education activities in speech-language pathology and audiology. **See course information for number of ASHA CEUs, instructional level and content area.** ASHA CE Provider approval does not imply endorsement of course content, specific products or clinical procedures.

This course is offered for 0.9 ASHA CEUs (Intermediate Level, Professional Area)

AAA



Starkey Hearing Technologies is approved by the American Academy of Audiology to offer Academy CEUs for this activity. The program is worth a maximum of 0.9 CEUs. Academy approval of this continuing education activity is based on course content only and does not imply endorsement of course content, specific products, or clinical procedure, or adherence of the event to the Academy's Code of Ethics. Any views that are presented are those of the presenter/CE Provider and not necessarily of the American Academy of Audiology.

This course is offered for 0.9 AAA CEUs

IHS



This program is approved by the International Hearing Society and its educational committee, the International Institute for Hearing Instruments Studies.

This course is offered for 9 IHS CEUs

Submission Information: State Boards

Submission Information: State Boards

In addition, this course has been pre-registered for 9 hours or 0.9 CEUs with the following state boards and advisory committees:

- Arkansas Board of Hearing Instrument Dispensers
- California Hearing Aid Dispensers Bureau
- CE Broker for Florida Tracking Number 20-597241
- Ce Broker for Ohio
- Georgia Office of Secretary of State; Professional Licensing Boards Division
- Kansas Department of Health and Environment (LTS-1224)
- Kansas Hearing Aid Board
- Louisiana Board for Hearing Aid Dealers
- Nebraska Division of Public Health, Licensure Unit
- North Carolina State Hearing Aid Dealers and Fitters Board
- New York Department of State Department of Licensing Services
- South Carolina Hearing Aid Specialists, South Carolina Department of Health & Environmental Control
- Texas Department of Licensing Renewal (CE Provider 117)

Policies

Transparency in Course Planning, Delivery and Marketing

Starkey Hearing Technologies discloses that there will be limited to no information provided about similar products or services during the course listed in this document. Speaker biographies and disclosures are included in this document.

Intellectual and Legal Property Rights

Starkey Hearing Technologies respects intellectual and legal property rights of staff members, guest speakers and resources used in the preparation and presentation of learning content and references materials appropriately.

Privacy Policy

Starkey Hearing Technologies respects individual participant's privacy. Contact and license information is stored on a secure server maintained by Starkey Hearing Technologies IT Department. The requested information is used only to mail the letter of attendance and to report your attendance to requested national and state boards.

Equal Employment Opportunity Policy

Starkey Hearing is an equal opportunity employer/minority/Female/Vet/Disabled. We encourage diversity in the workplace. In fact, we believe the diverse individuality of our employees is truly what makes us great. We value each team member as a key part of our continuing commitment to excellence.

Attendance Policy

Starkey Hearing Technologies' attendance policy requires attendance to the entire event; partial credit is not available. All participants must turn in attendance documentation prior to leaving the course. Documentation is not accepted retroactively via scan, fax, email or US mail. Attendance is reported to required boards only if requested by the attendee on the attendance form. Reporting to required boards will be completed retroactively only in the event of clerical error by Starkey Hearing Technologies and not due to failure of the participant to complete all attendance documentation requirements.

Course Evaluation Policy

Starkey Hearing Technologies' collects evaluations for each course offered. It consists of both a 1-5 rating scale to evaluate performance of the presenter and relevance of the content and open ended questions to determine room for improvement and future topics.

Sample Assessment Activities

1, 2, 4, 6 Hour Course Offerings

Action Idea List

1. A piece of paper titled "Action Idea List" will be set at each person's seat prior to the beginning of the class.
2. The instructor will highlight the "Action Idea List" handout and instruct participants to record important ideas they learn that they plan to implement in their office.

1, 2, 4, 6 Hour Course Offerings

Golden Nugget

1. At the end of the morning session, participants will review their important learning of the morning.
2. Participants will be divided into groups to discuss their key learnings. Each group will vote for a spokesperson to share a "Golden Nugget" to the entire class.

4, 6, 9, 12 Hour Course Offerings

Question Cards

1. Participants will be divided into groups. Each group will identify issues they need to resolve and will write it on the index card.
2. Each group will pass their index card clockwise to the next group to review and answer.
3. The cards will be passed clockwise again to the next group to review and provide additional information.
4. Each group will take turns to read the questions and answers and the instructor will lead the class in a discussion.

4, 6, 9, 12 Hour Course Offerings

Case Studies

1. Participants will be provided a patient case study.
2. Participants will review the patient history including audiometric data and lifestyle communication information.
3. Participants will work in pairs to use content learned during lecture to complete a hearing aid fitting based on the patient information.
4. A summary of the case study will be provided via discussion and/or the workbook answer key section.

20 Hour Course Offerings

Quiz

1. Participants will be emailed a course evaluation and quiz.
2. Participant will complete the session quiz that asks how they will use the content in their practice.

Sample Course Evaluation

Continuing Education		Course Evaluation Form	Choose an item.
Empower Through Education		Course Title	Choose an item.
		Course SHI ID Number	Varied
		Course Location	Varied
		Course Start and End Date(s)	Varied

Please complete the course evaluation. Information from the evaluation is used to improve our courses.

Please rate your level of satisfaction with each of the following aspects of the training instructor.
1: Not at all Satisfied 2: Somewhat Unsatisfied 3: Neutral 4: Satisfied 5: Very Satisfied

SESSION INSTRUCTOR	1	2	3	4	5
Knowledge of the instructor					
Organization/preparation of the instructor					
Materials assisted in my learning					
Content was relevant to my practice					
Content met my expectations					
Comments:					

Please use the following scale to rate the following questions.
1: Very Unlikely 2: Somewhat Unlikely 3: Neutral 4: Somewhat Likely 5: Very Likely

How likely are you to recommend this training course to someone for whom it would be suitable?	1	2	3	4	5
How likely are you to participate in another training course from this presenter?	1	2	3	4	5

Please rate your level of satisfaction with each of the following aspects of the training course.
1: Not at all Satisfied 2: Somewhat Unsatisfied 3: Neutral 4: Satisfied 5: Very Satisfied

Ease of registration process	1	2	3	4	5
The training facility	1	2	3	4	5

What did you like most about the training course?

Please provide suggestions for improving our future events?

Speaker Biographies and Disclosures

[Kyle Acker](#)

Kyle Acker, Au.D., is an audiologist and Director of Regional Sales for the Southeast. Dr. Acker completed his B.S. in industrial hygiene and his M.S. and Au.D. at Purdue University in West Lafayette, IN. He began his clinical career at The American Institute of Balance in Largo, FL before joining the Starkey Hearing Technologies team as a regional trainer. His clinical interests include amplification and counseling techniques, utilizing technology in the hearing aid delivery process and innovating education and training techniques to improve clinician understanding of new technology. Dr. Acker is a passionate supporter of the Starkey Hearing Foundation.

Financial Disclosure: Director of Regional Sales Southeast

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Jenn Amdahl](#)

Jen Amdahl began her career as a clinical and dispensing audiologist in Michigan. Driven by her passion for patient care through amplification, she joined Starkey Hearing Technologies in January 2007, becoming the Director of Education and Training at Micro-Tech. Jen also spent over 3 years as the Michigan Field Technology Specialist, establishing relationships and assisting in office growth and product knowledge. In late 2013, she joined the Network Education and Training team. Jen has presented seminars on technology and product as well as fitting strategies, in addition to spending countless hours in clinic settings with individual clinicians. Combining her knowledge of ENT specific settings with her Starkey career moves in Education and Training as well as Sales, Jen was promoted to Director of Starkey Medical Partner Network in spring of 2016. She is currently, the Director of Government Services. She earned her M.S. in Audiology from Wayne State University, in Detroit, MI and her Au.D. through Salus University.

Financial Disclosure: Regional Field Executive, NuEar

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Jennifer Baumann](#)

Jennifer Baumann, Au.D., CCC-A, is the Government Services Audiologist for the Northeast Territory. Dr. Baumann joined the Starkey Hearing Technologies team in July of 2017. She received her Bachelor of Science in Communication Sciences and Disorders from Worcester State University and her Doctor of Audiology from Northeastern University. Dr. Baumann has over 7 years of clinical experience in private practice ENT and hospital settings. She is board certified by the American Speech and Hearing Association.

Financial Disclosure: G

Non-Financial Disclosure None

[Rich Bedgood](#)

Richard joined NuEar as a Regional Business Manager in 2011. Prior to joining NuEar, Rich worked in various sales and business development roles in the semiconductor and optical industries. He has been in the hearing aid industry since 2003, and enjoys working with small business owners to improve their office processes, efficiency and profitability. Rich received his B.S. in Business Administration from California State University, Hayward in 1995

Financial Disclosure: Regional Field Executive, NuEar

Non-Financial Disclosure None

[Patrick Brix](#)

Patrick Bix, Au.D., F-AAA is a Field Technology Specialist for the greater Chicagoland area, including Rockford and Northwest Indiana. Dr. Brix has worked for Starkey Hearing Technologies since Fall 2013 in the workshop department and has been in field sales since September 2015. Prior to joining Starkey, Dr. Brix worked in private practice running a satellite office in the Chicago area. Dr. Brix received his Doctorate of Audiology in 2011 from Rush University in downtown Chicago.

Financial Disclosure: Field Sales Representative

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation, AAA Member

[Carrie Boss](#)

Carrie Boss, Au.D., is the Field Technology Specialist for Central and Western Pennsylvania. Dr. Boss joined the Starkey Hearing Technologies team in July of 2014 after completing her B.A. at the University of Pittsburgh and her Au.D. at Arizona State University. Dr. Boss's collective clinical experiences have allowed her to work with diverse patients and providers in a broad range of settings, including ENT offices, hospitals and private practices. Prior to her position with Starkey, Dr. Boss provided diagnostic and rehabilitative services at the Pittsburgh Veteran's Affairs Healthcare System where she worked extensively with Starkey products and accessories.

Financial Disclosure: Field Technology Specialist

Non-Financial Disclosure None

[Lori Bunkholt](#)

Lori Bunkholt joined Starkey in 2003. Her current position within Starkey is in the Exclusive Networks Education and Training Department. Having worked in the hearing industry for the past 30+ years, her experience includes manufacturing, product management, training, and field sales. She has also dispensed hearing instruments in a private practice setting, conducted Consumer Educational Seminars, and managed multiple service centers. Lori has also conducted numerous training seminars and classes at regional and state meetings. Education includes Board Certification, as well as on-going CEU certification.

Financial Disclosure: Audibel Trainer and Technical Support

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation, IHS Member

[Sara Burdak](#)

Dr. Sara Burdak joined Starkey Hearing Technologies as an audiologist on the Hearing Research and Technology team in 1999. Over the last 16 years, Sara has worked to bring impactful programs to Starkey's global customer base. Since 2009, she has led the Education and Training team on numerous technology launches and initiatives. Her keen customer insight and product knowledge makes her a valuable addition to our leadership team. Sara is responsible for Starkey's overall global education and training strategy and support.

Dr. Burdak earned her bachelor's degree in audiology and speech sciences from Michigan State University and her master's degree in audiology from Wayne State University. In 2006, she received her Au.D. from the Arizona School of Health Sciences.

Financial Disclosure: Chief Audiology Officer

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation, AAA and ASHA Member

[April Burdett](#)

April Burdett began working with Starkey in 2015 as a Customer Relations Audiologist. She is currently a Field Sales Representative for the Dallas and Oklahoma City area. She is a graduate of Texas Tech University Health Sciences Center. April ran a private practice for several years and also has worked in hospital and university settings. She is married with three children and resides in Dallas, Texas.

Financial Disclosure: Field Sales Representative

Non-Financial Disclosure ASHA Member

[Christina Callahan](#)

Christina and I grew up in Carmel, New York, a small town outside of New York City. She studied Speech and Hearing Science at SUNY Cortland, and then went on to receive her Doctor of Audiology degree at the Long Island Consortium. Throughout her clinical training she has worked in private practice, ENT practices, and hospitals; and gained experience in adult and pediatric diagnostics, as well as in the aural rehabilitation process. She worked very closely with Starkey products in her final clinical year at SUNY Downstate Medical Center and joined the Starkey Education & Training Team in June of 2016.

Financial Disclosure: Education and Training Audiologist

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Luis Camacho](#)

Luis Camacho began working for Starkey in August 2000 as a Field Sales Representative covering Ohio, Indiana, Illinois and Kentucky. In 2008, he joined the Education and Training Department. Current duties include leading training classes for Starkey staff and customers, development of training materials, and overseeing Starkey's Audiology Online and e-learning initiatives. He received his BA in Telecommunications and Audio Engineering from Indiana University, and continued on to receive his MA in Audiology from Indiana University in 1991. After graduate school, he worked as a staff audiologist for an otology practice in Indianapolis where his duties included clinical audiology, special testing, hearing aid dispensing, marketing and public relations. In October 2013 he earned his Au.D. degree from A.T. Still University. Luis is married with three children and resides in Bloomington, IN.

Financial Disclosure: Education and Training Audiologist

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Lawanda Chester](#)

Lawanda Chester received her Au.D. degree from the University of Florida and has practiced Audiology in a variety of clinical settings for over 10 years. She began working within the hearing devices industry with a focus on education and training in 2009 and earned her Trainer certification in 2012. Dr. Chester joined Starkey Hearing Technologies in early 2016.

Financial Disclosure: Education and Training Audiologist

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Debra Cowley](#)

Debra Cowley, Au.D., joined Starkey Hearing Technologies in August 2001. In her current role as Education and Training Audiologist, Dr. Cowley assists in the development of staff and customer training materials and coordinates the Continuing Education and Horizons New Staff Training Programs. Debra has presented on a variety of topics related to amplification and digital signal processing. Prior to joining Starkey Hearing Technologies, she worked as a teacher for the deaf and an audiologist and educational consultant in various school settings. She earned a B.A. in elementary and deaf education from Augustana College, an M.A. in audiology from the University of South Dakota and the Au.D. through the Arizona School of Health Sciences.

Financial Disclosure: Senior Education and Training Audiologist

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation, AAA and ASHA Member

[Nicole Cyr](#)

Nicole Cyr received her Bachelor of Arts from the University of Maine at Orono and received her Doctor of Audiology degree from the University of Colorado at Boulder. She worked at the Rocky Mountain Pediatric ENT Associates in Denver, CO where she was the lead clinical audiologist in charge of diagnostic assessments, hearing aid fittings and follow-up care for children of all ages. She was also in charge of developing a partially unbundled hearing aid program at this facility. Previous to this position, she worked part-time for an adult ENT practice performing diagnostic hearing and balance evaluations. Nicole joined Starkey in 2016 as a field sales representative serving Colorado, Utah and portions of Wyoming.

Financial Disclosure: Field Sales Representative

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation, AAA Member

[Linda Dailey](#)

Linda Daily joined the Education and Training Department at Starkey in March 2008 as a trainer. She began the position with over 20 years of experience as an audiologist in a dispensing private practice setting, a college instructor, educational audiologist and community speaker with a passion for finding solutions for those with hearing loss. She received her B.S. in Speech Pathology/Audiology from University of Oregon, M.A. from California State University, Long Beach and Au.D. from Salus University. Her current position is within the Starkey Sales team as a Senior Field Technology Specialist. She

attributes her enthusiasm for serving those with hearing loss to a love for communication and a tireless curiosity for changing hearing technology.

Financial Disclosure: Business Development Manager

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Ben Davenport](#)

Ben joined Starkey Hearing Technologies in 2011 as a customer service representative. In 2012, Ben transferred into sales to assist his customers in providing better hearing to their patients. Ben currently serves as the Director of Regional Sales: NuEar. He leads his team in serving customers better than anyone else.

Financial Disclosure: Director of Regional Sales

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Matt Davis](#)

Matt Davis joined Starkey Hearing Technologies in 1997. His current position at Starkey is Director of Regional Sales for the Central United States, where he is responsible for managing the Central Region sales group and business development for the company. Before his tenure as a Director for the company, Matt worked in many different capacities for Starkey. Matt graduated from the University of Minnesota, with a degree in Political Science.

Financial Disclosure: Director of Regional Sales

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Julie Davison](#)

Julie Davison has worked at Starkey Hearing Technologies since 2004 in many different capacities. Starting out in the sales department, Ms. Davison moved to the Strategic Partners Group where she specialized in business growth within Networks and Buying Groups across the United States. Currently Ms. Davison is Director of Specialty Sales and is responsible for Starkey's Better Hearing Initiatives.

Financial Disclosure: Director of Specialty Sales

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Katie Dellorso](#)

Katie Dellorso works for Starkey Hearing Technologies as a Field Sales Representative for the Connecticut, Rhode Island and western Massachusetts territories. She graduated with her Au.D. from the University of Massachusetts Amherst. Her interests within the field are technologies and hearing healthcare education.

Financial Disclosure: Field Sales Representative

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Randy Eade](#)

Mr. Eade began his hearing industry journey in the Nashville Tennessee area in 1996. Mr. Eade has acquired and maintained a Hearing Dispenser license in Tennessee along with National Board Certification in Hearing Instrument Sciences. His hearing industry experience led him to a Regional Manager position with National Hearing Centers in 2000 where he managed multiple locations in the southeast region. Mr. Eade was responsible for the profitable operation of 20+ locations for NHC's and focused on the day to day operation of a hearing dispensing private practice. Since joining the Audibel team in 2006, Randy Eade has worked as the Audibel Regional Business Manager for the Southeast Region.

Financial Disclosure: Audibel Regional Business Manager

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Amanda Edwards](#)

Amanda Edwards, AuD joined Starkey Hearing Technologies in July 2015. In her current role as an Education and Training Audiologist within the Network Department, Dr. Edwards is responsible for development and presentation of training materials to staff and customers alike. Prior to joining Starkey Hearing Technologies, Dr. Edwards had a wide breadth of clinical, practical and academic experience in the fields of vestibular studies, diagnostic audiology, research and academic professorship. She earned a B.A. in Speech and Hearing

Disorders from Louisiana Tech University, an M.S. in Audiology from Lamar University and an AuD from Arizona School of Health Sciences.

Financial Disclosure: Training Professional

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Lee Elder](#)

Lee Elder joined Starkey Hearing Technologies in March of 2012. Mr. Elder's current position at Starkey is that of Field Technology Specialist for the Southeast (AL, MS, LA and FL). Prior to coming to Starkey, Mr. Elder owned his own dispensing practice for seven years in Nashville, TN and first earned his Tennessee hearing aid dispensing license in 2005.

Financial Disclosure: Field Technology Specialist

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Daniel Elling](#)

Daniel Elling first joined Starkey Hearing Technologies in 2014. Since then, he has held several different positions within the Market Development Team, including Inside Sales and Outside Sales. In his current position as Regional Director of Sales for the West Coast, he focuses on the growth and improvement of our customers. Daniel received his Bachelor's degree from Florida State University in Panama City, FL.

Financial Disclosure: Director of Regional Sales

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Tony Farmer](#)

Tony Farmer first joined Starkey Hearing Technologies in 2003. Since then, he has held several different positions within the Market Department Team, including Inside Sales, Outside Sales, and Starkey Hearing Alliance development. In his current position as Manager of the Network Development Group, he focuses on the growth and improvement of our Network programs and members. Tony received his Bachelor's degree from St. Edwards University in Austin, TX.

Financial Disclosure: Director of Network Development Group

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Trina Fazio](#)

Trina Fazio joined Starkey Hearing Technologies in 2016. Dr. Fazio is currently a Field Technology Specialist covering the South Florida market. Prior to her employment at Starkey, Dr. Fazio worked as a clinical Audiologist at an ENT facility in Plantation, Florida, specializing in hearing aids and vestibular disorders. Dr. Fazio earned her Bachelors of Science and Doctorate in Audiology from the University of Florida. She has been licensed in the state of Florida as an Audiologist since 2015.

Financial Disclosure: Field Technology Specialist

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Randy Fiasco](#)

Randy Fiasco, with over 30 years of hearing healthcare experience, started his career at Omni Hearing Systems in 1984. There, he held many positions including customer service, sales, and shell lab manager. He also worked for another hearing manufacturer as their Regional Sales Director for the southern U.S. Fiasco returned to Starkey Hearing Technologies in 2006 as Director of Sales for Audibel, where he was responsible for all inside and field sales activities nationwide. Currently, Fiasco is the Regional Sales Manager for Starkey's South Central Region. He works with each of our Hearing Alliance Partners to develop strategies that ensure their individual business goals and has recently presented at several of our regional Earned Excellence seminars on sales and fitting protocols.

Financial Disclosure: Regional Business Manager

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Damian Fogg](#)

Damian Fogg has been working with hearing professionals and their practices for the past 12 years. He has worked with various business models in this timeframe to provide them tools and services to improve their practice success.

In this timeframe he has held many positions from inside sales to Regional

Business manager. This experience has given him the knowledge and ability to give his accounts the tools they need to drive success for their practices.

Financial Disclosure: Regional Business Manager

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Joseph Garcia](#)

Joseph Garcia joined Starkey Hearing Technologies in January 2006. In his current role as the Manager of International Training, Mr. Garcia is responsible for training our Starkey Manufacturing Partners around the world, as well as our facilities in Mexico, Colombia and Brazil. He is also the Key Account manager for our account in Spain. He received his Masters of Electronic Engineering from DeVry University in Illinois.

Financial Disclosure: International Training Manager

Non-Financial Disclosure None

[Wende Grant](#)

Wende Grant has been an Audiologist for over twenty years in a clinical setting and now look forward to working with Starkey as a Field Sales Technical Specialist. Grant received her undergraduate degree in Speech Pathology and Audiology at Florida State University and her post graduate degree from Purdue University. She has lived in Florida for most of her life but has had the opportunity to live overseas in Okinawa, Japan and in Guam. Grant currently lives in Jacksonville Beach, FL. During her free time, she enjoys running on the beach, kayaking, spending time with her college daughters, and enjoying company with friends.

Financial Disclosure: Field Sales Technical Specialist

Non-Financial Disclosure: None

[Ryan Gregg](#)

Dr. Gregg is an ASHA and ABA board certified audiologist. He is currently employed by Starkey Hearing Technologies as Field Technology Sales Specialist for the state of WI. Prior to joining the Starkey team he worked for Mayo Clinic Health System in La Crosse/Onalaska, WI where he had academic appointment as assistant professor of audiology at the Mayo Clinic – College of Medicine. Dr. Gregg has previously spent time in private practice as well as serving as the Senior Audiologist at Children's Hospital of WI. He earned his BA and MS at the University of WI-Oshkosh and his AuD through the University of Florida – Gainesville. Dr. Gregg presently serves as the WI representative for the ASHA Audiology Advisory Council and is a member of WSHA Executive Board.

Financial Disclosure: Field Sales Specialist

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation; Member of ASHA Audiology Advisory Council and Member of WSHA Executive Board

[Julia Gordon](#)

Julia Gordon, Au.D. is the Government Services Territory Manager for the Eastern US. Julia joined the Starkey Hearing Technologies team in June of 2015 after receiving a B.S. from the Pennsylvania State University and an Au.D. from the University of Pittsburgh. Her clinical experience includes 2 years at the Pittsburgh VA Healthcare System and various private practices. During her time at the University of Pittsburgh, she participated in the NIH T-35 Research Traineeship at Vanderbilt University and investigated the effects of reverberation on listening effort. Julia currently resides in Pittsburgh with her husband.

Financial Disclosure: Government Services Field Sales Executive

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Jennifer Groeneveld](#)

Jennifer Groeneveld, Au.D., is an audiologist in the Education and Training division at Starkey Hearing Technologies. Her current responsibilities include leading customer and staff training classes and collaboration in the development of educational materials. She earned her Bachelors of Science in Speech Pathology and Audiology from Marquette University and a Doctorate in Audiology through the University of Wisconsin – Madison.

Financial Disclosure: Education and Training Audiologist

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Zach Hammock](#)

Zach Hammock has more than 34 years of experience in the hearing aid industry. He has been involved in hearing instrument manufacturing, customer service, sales and management. He served as sales manager and Managing Director of Omni Hearing Systems from 1992-2007. In 2007, he joined the retail group All American Hearing as Managing Director of the Central Division, managing 80+ stores. He joined Audibel as Managing Director in 2014. Zach's range and depth of experience in the hearing aid industry makes him uniquely qualified to host this panel of retail industry experts..

Financial Disclosure: Director of Regional Sales-Audibel

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Andrea Hannan-Dawkes](#)

Andrea Hannan-Dawkes joined Starkey Hearing Technologies as an Education and Training Audiologist in November 2010. Prior to joining Starkey, her career focused on providing clinical services in a variety of audiology settings. Her background also includes work in the area of hearing aid research. Dr. Hannan-Dawkes' current responsibilities include assisting in the development of educational materials, leading training classes and assisting with course offerings available through Audiology Online. She earned her Master of Arts in Audiology from the University of Maryland at College Park and her Doctor of Audiology degree from the Arizona School of Health Sciences.

Financial Disclosure: Education and Training Audiologist

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Jeff Hawthorne](#)

Jeff has been in the Hearing Healthcare industry since 1994. He joined Starkey Hearing Technologies in 2002 as a Sales Executive, and was responsible for all inside sales and account management activities for the state of California. Currently Jeff is the Regional Business Manager for Starkey's West Region working with our strategic partners in reviewing, planning and developing their businesses. He has held many positions in sales, management, training, technical support, manufacturing, and project management during his career. Jeff has presented at numerous conventions and seminars on Business Practices, Hearing Aid Repair & Modifications, Advanced Technology, Software training and Real Ear seminars. He completed his undergraduate studies at Mankato State University in Minnesota.

Financial Disclosure: Regional Business Manager

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation, Spouse has a hearing loss.

[Alissa Hench](#)

Alissa B. Hench, Au.D., is a Field Technology Specialist for the greater Boson/New England area. Dr. Hench joined the Starkey Hearing Technologies team in March of 2015. Dr. Hench received her Doctorate in Audiology from Nova Southeastern University in Ft. Lauderdale, FL where she graduated with honors and completed her undergraduate coursework in Communication Sciences and Disorders from the Pennsylvania State University. Dr. Hench has over 7 years of clinical experience in both private practice and ENT medical practice settings. Dr. Hench is well versed in all areas of audiology and specialized primarily in hearing disorders, hearing rehabilitation as well as in Tinnitus (ringing of the ears) and Hyperacusis (sound sensitivity) Therapy. She has also participated/conducted clinical research concerning tinnitus therapy and treatment. Dr. Hench is board certified by the American Board of Audiology and is a Fellow of the American Academy of Audiology and the Massachusetts Academy of Audiology and holds certification in both the Neuromonics Tinnitus Treatment as well as in Widex Zen Tinnitus Therapy.

Financial Disclosure: Field Technology Sales Specialist

Non-Financial Disclosure None

[Natalie Hein](#)

Natalie Hein, Au.D. CCC-A, is a Government Services Audiologist covering the east coast. She received her undergraduate education at University of Maryland and completed her Au.D at Gallaudet University in 2016. Prior to joining Starkey Dr. Hein worked at Bethesda Audiology Center and completed placements at

Johns Hopkins in Baltimore, Walter Reed National Military Medical Center in Bethesda, Family Hearing Center in Rockville, and the San Francisco VA Medical Center. Her clinical interests include amplification and counseling techniques, utilizing the fascinating technology in hearing aids to improve lives.

Financial Disclosure: Government Services Field Sales Executive

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Carol Hession](#)

Carol Hession received her Ph.D. in Audiology from Purdue University and has been with Starkey Hearing Technologies since 2006. Dr. Hession has held a variety of clinical and faculty positions including 12 years as a clinical audiologist with the Department of Veterans Affairs. Dr. Hession has presented at state, regional and national meetings in the areas of amplification, digital technology, adult audiologic rehabilitation, professional issues and electronic medical record documentation.

Financial Disclosure: Government Services Field Sales Executive

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Michelle Hicks](#)

Michelle Hicks, Ph.D. is Director of Education and Training at Starkey Hearing Technologies. She joined Starkey in 2010 as the Manager of Clinical Product Research leading a team of research audiologists in Product Development until 2014. She received her Ph.D. in Speech and Hearing Science and Audiology in 1997 from Arizona State University and was a professor at the University of Maryland and the University of Utah, teaching courses in Amplification, Pediatric Audiology, Psychoacoustics, Anatomy and Physiology, and Research Methodology. Prior to working at Starkey, Michelle was a Senior Research Audiologist at Sonic Innovations and has numerous publications and has presented at state, national, and international conferences on topics ranging from Hearing Science, Amplification, and Tinnitus.

Financial Disclosure: Director of Education and Training

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Michele Hurley](#)

Michele Hurley joined Starkey Hearing Technologies in 1994. Dr. Hurley's current position is that of an Education and Training Audiologist. Prior to Starkey Hearing Technologies, Dr. Hurley practiced in a variety of Audiology settings, including ENT and private practice. Dr. Hurley maintains Audiology licenses in TX, AL, FL, PA, AR, CO, NE, MO and CA. She completed her Au.D. at the Arizona School of Health Sciences.

Financial Disclosure: Education and Training Audiologist

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Rob Jewell](#)

Rob Jewell is a Regional Business Manager with the Audibel division of Starkey Hearing Technologies. He is currently responsible for the Southwest region of the United States and covers TX, NM, OK, AR, LA, and MS. Rob has been in the hearing industry since 1987 and with Starkey since 1992. Throughout his almost 30 years in the industry, he has served in many different capacities including finance, business consulting, and sales. Rob attended the University of Colorado-Colorado Springs where he studied business and finance.

Financial Disclosure: Regional Business Manager

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Stuart Johnson](#)

Mr. Stuart Johnson originally started with Starkey in 1992 in the production department. He started as a field representative in 1993. He left Starkey in 1998 to pursue other opportunities. He was a field representative with Sonus before being promoted to National Sales Manager and director of corporate acquisitions. He returned to Starkey in 2009 as Director of Sales for Audiosync. His current position is Regional Business Manager for Starkey Hearing Alliance covering Montana, Idaho, Washington, Wyoming, Colorado, Arizona and parts of California.

Financial Disclosure: Regional Business Manager

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Erin Kelly](#)

Erin earned her Bachelor of Science in Communication Disorders and Sciences from SUNY Geneseo in 2008. She has worked as a specialist since 2011 in both New York and Texas, with a passion for mentoring, training, and educating.

Financial Disclosure: Network Training Specialist

Non-Financial Disclosure: Supporter of the Starkey Hearing Foundation

[Jim Knutson](#)

Jim spent 30 years in audiology, beginning at the Portland V.A. Medical Centers National Auditory Research Laboratory. His next position was at East Portland ENT Clinic, where he was Director of Audiology and Hearing Aids for over 14 years. In 2000 Jim joined Starkey Hearing Technologies as the Northwest Outside Sales Representative and became the NW Managing Director in 2008. He took the role of Western U.S. Sales Manager in 2011, which is his current position. He has served as the President of the Oregon Hearing Society, as well as on the Governors Board for Hearing in Oregon and the Tristate (OR, WA, and ID) Board of Governors.

Financial Disclosure: Regional Business Manager

Non-Financial Disclosure: Supporter of the Starkey Hearing Foundation

[Melissa Kreze](#)

Melissa Kreze joined Starkey Hearing Technologies in 2013 as a Field Technology Specialist. She is a graduate of the State University of New York at Buffalo's Doctorate of Audiology Program. She completed a year-long externship at a busy ENT and private audiology practice in New Mexico, where she saw a full range of patients from newborns to geriatric. During her tenure there she took part, not only in comprehensive audiological evaluations and the fitting of appropriate hearing technology, but also in vestibular, tinnitus and evoked potential diagnostics.

Financial Disclosure: Field Technology Specialist

Non-Financial Disclosure: None

[Sejal Kuvadia](#)

Sejal Kuvadia, Au.D., is an Education and Training Audiologist for the Midwest territory. Dr. Kuvadia recently joined the Starkey Hearing Technologies team in August of 2015 after practicing in private and retail settings. She completed her B.S. at Purdue University and her Au.D. at Rush University. While obtaining her degrees, she completed research in the realms of cochlear implants, auditory perception, and audiological rehabilitation. Dr. Kuvadia's clinical experience includes time spent in hospital, VA, private practice, retail, and educational settings. Since receiving her Au.D., Dr. Kuvadia has practiced in both retail and private practice settings. Within those settings, she fit hearing aids and provided audiological rehabilitation for a large demographic. Outside the audiology realm, Dr. Kuvadia is an avid Chicago sports fan and baker.

Financial Disclosure: Education and Training Audiologist

Non-Financial Disclosure: Supporter of the Starkey Hearing Foundation

[Jeff Lange](#)

Jeff Lange joined Starkey Hearing Technologies in 2005. Currently, Jeff is the Regional Business Manager for Starkeys Midwest region working with our strategic partners in reviewing, planning and developing their business. Lange's vast experience in the hearing industry as a Minnesota License Hearing Instruments Specialist along with being a regional manager with American Hearing Aid Association (AHAA) makes him an excellent fit in his current role. Jeff Lange has his B.S. in Business Administration and Speech Communications from Mankato State University in 1994.

Financial Disclosure: Regional Business Manager

Non-Financial Disclosure: Supporter of the Starkey Hearing Foundation

[Mary Leisses](#)

Mary Leisses joined Starkey Hearing Technologies as Director of Customer Service and Education for Audibel in June 2006. Mary has more than 20 years of experience in the hearing healthcare and bio-medical fields. She has worked in clinical practice for major hearing aid manufacturers and for bio-tech firms. Her personal areas of interest focus on aural rehabilitation and the successful

coupling of technology with human lives. She obtained her B.S. from the University of Wisconsin- Whitewater and her M.S. from the University of Wisconsin- Stevens Point. Mary is currently the Director of Network Education and Training.

Financial Disclosure: Director of Network Education and Training

Non-Financial Disclosure: Supporter of the Starkey Hearing Foundation

[Sarah Lewandowski](#)

Sarah Lewandowski joined Starkey Hearing Technologies in 2013. Her current position at Starkey is that of Education and Training Audiologist for the Colorado, Utah, Wyoming, Montana, Idaho Oregon and Washington area. Prior to Starkey, Sarah worked at Denver Ear Associates in Colorado where she obtained extensive experience in diagnostic audiological evaluations, fitting hearing aids, surgical nerve monitoring and assessing balance disorders. She graduated from the University of Illinois Urbana-Champaign, with a Doctorate in Audiology in 2011. She holds a Certificate of Clinical Competence from the American Speech, Language and Hearing Association. Sarah is also a Fellow in the American Academy of Audiology and the Colorado Academy of Audiology.

Financial Disclosure: Education and Training Audiologist

Non-Financial Disclosure: Supporter of the Starkey Hearing Foundation

[Bob Madvig](#)

Mr. Madvig is a 30 year Starkey Hearing Technologies employee with the last 20 in a sales role. He is currently the Senior Regional Business Manager for Audibel focusing mainly on the Midwest territory. Over the years Madvig has held positions in production, inside and outside sales for Starkey and National Sales Manager for Audibel. He enjoys working with his customers teaching new technologies, fitting solutions and working directly with the patients to help provide better hearing. In his spare time he enjoy spending time with my family, the outdoors and coaching hockey.

Financial Disclosure: Senior Regional Business Manager

Non-Financial Disclosure: Supporter of the Starkey Hearing Foundation

[Ryan Malkiewicz](#)

Ryan Malkiewicz, Au.D, is a Field Sales Specialist for the Washington, D.C. metro territory. He joined Starkey Hearing Technologies in January 2016 after completing his B.A. at Virginia Tech and his Au.D at Nova Southeastern University in Ft. Lauderdale, FL. Dr. Malkiewicz's clinical experience include time spent at multiple hospitals, private practices, and ENT offices. Prior to joining Starkey, Dr. Malkiewicz was employed at the American Institute of Balance in Largo, FL, where he specialized in diagnosing and treating vestibular disorders. During his studies, Dr. Malkiewicz was able to participate in both the Starkey Entrepreneurial Program as well as a Starkey Hearing Foundation mission trip.

Financial Disclosure: Field Sales Specialist

Non-Financial Disclosure: Supporter of the Starkey Hearing Foundation

[Kate Marr](#)

Kate Marr, CCC-A, AuD brings over 14 years of experience in the field of Audiology. Kate graduated from the University of Southern Mississippi and has worked in various markets around the Southeast. Dr. Marr resides in Atlanta, GA with her family.

Financial Disclosure: Field Technology Specialist

Non-Financial Disclosure: Supporter of the Starkey Hearing Foundation

[Beasan McKee](#)

Beasan earned her undergraduate degree in Communication Sciences and Disorders from North Carolina State University, followed by an Au.D. from Nova Southeastern University. She joined NuEar in June of 2008 as an Education and Training manager, educating dispensers, audiologists and colleagues on the newest technology, software and advanced fitting strategies, keeping them on the cutting edge of their profession. In 2009, Dr. McKee became a Regional Business Manager for NuEar, focusing on growth, development and practical business solutions for hearing professionals. Beasan then joined the Corporate Education and Training team for Starkey in 2011, providing technical and product

training to customers, prospective customers and Starkey Hearing Technologies employees.

Financial Disclosure: Education and Training Audiologist

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Sarah Meshulam](#)

Sara Meshulam, Au.D., CCC-A is a Field Technology Specialist for the Indiana and Cincinnati/Dayton territory. Dr. Meshulam joined the Starkey Hearing Technologies team in July 2014 after completing her B.A. at Indiana University and her Au.D. at Arizona State University. While obtaining her degrees, she completed research in the realms of auditory processing, auditory perception and aural rehabilitation. Dr. Meshulam's clinical experience includes time spent in private practice, the Mayo Clinic Hospital and ENT offices. Dr. Meshulam has been dispensing hearing aids throughout her education and has extensive experience with a wide range of amplification and tinnitus products.

Financial Disclosure: Field Technology Specialist

Non-Financial Disclosure None

[Adriana Miciak](#)

Adriana Miciak, Au.D., is the Field Technology Specialist for South Texas. She holds a B.A. in Communicative Disorders from the University of Alabama and Au.D. from the University of Texas, Austin. Prior to joining Starkey Hearing Technologies in 2014, Dr. Miciak worked for the University of Texas System and Baylor College of Medicine. She is a member of the ASHA, a fellow of AAA and a licensed audiologist by the State of Texas.

Financial Disclosure: Field Technology Specialist

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Chasity Moore](#)

Chasity Moore is a Starkey Government Services Territory Manager. She has been at Starkey since January 2015. Previously she has worked clinically as an audiologist in private practice, ENT, and hospital environments. She received her Doctorate of Audiology from Arizona State University. She currently serves her 2nd elected term on the ASHA Political Action Committee Board and her 1st term on the ASHA Special Interest Group Hearing and Hearing Disorders Board. She is passionate about advocacy and regularly speaks on Capitol Hill about hearing healthcare. Chasity has also traveled to Africa and worked to establish sustainable hearing healthcare in Malawi. She can be reached at Chasity_Moore@Starkey.com or on [Twitter@Chazmoe1](https://twitter.com/Chazmoe1)

Financial Disclosure: Government Services Field Sales Representative

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation, ASHA Political Action Committee Board Member, ASHA Special Interest Group Hearing and Hearing Disorders Board

[Rachele Orsini](#)

Dr. Rachele M. Orsini, Au.D. has been an active member of the Audiology Community in Florida since 2004. She received her undergraduate degree from West Virginia University in 2000. She then moved to Florida where she attended the University of South Florida and received her Doctorate of Audiology degree in 2004. She is licensed by the State of Florida Department of Health Division and Medical Quality Assurance. Dr. Orsini spent eight years working for a retail hearing aid company before she joined Starkey in 2012. She currently serves as the Central Florida Field Sales Representative for Starkey and resides in Tampa. She is also sitting on the board of the Florida Academy of Audiology as the Membership Chair. In her spare time she enjoys dining out at new restaurants, trying new wines, antique shopping, and spending time with her friends and family.

Financial Disclosure: Field Technology Specialist

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation, FL Academy of Audiology Board Member

[Luke Pankratz](#)

Luke Pankratz joined Starkey Hearing Technologies in 2012 as an inside account executive. Currently he is the Regional Sales Director for the South, US. Luke holds a professional certificate from Bellevue University (Bellevue, NE) in

Professional Retail Sales Management. He also holds a professional certificate from Villanova University (Villanova, PA) in Green Belt Six Sigma.

Financial Disclosure: Director of Regional Sales

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Josh Pederson](#)

Josh Pederson has been at Starkey Hearing Technologies since 2010. He has worked with the Inside Sales team for both Starkey and Audibel Network. Josh transitioned to the Outside Sales team January 2018. He is very passionate about working for Starkey and helping our customers provide better hearing to their patients.

Financial Disclosure: Field Sales Representative

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Dan Pendlebury](#)

After finishing school, Pendlebury began working for Liberty Hearing (Hearing Lab Technologies) in August of 2014 in Idaho Falls, Idaho. While working at Liberty Hearing he was able to put into practice the knowledge and skills he had accumulated in school. In March of 2015, Pendlebury also began work at the Idaho State University Veterans Administration Clinic. This second position allowed him to give a little back to the great men and women that served our country. It also allowed him to stay current with hearing aid manufacturers and to more closely follow trends in the hearing aid industry.

In February 2016, Pendlebury began working in his dream role at Starkey Hearing Technologies. He is currently a Government Service Field Sales Representative. In this position he shares his knowledge and passion for Starkey hearing aids with the great Audiologists in the VA, DOD, Indian Health Services, and Active military.

Financial Disclosure: Government Services Field Sales Representative

Non-Financial Disclosure None

[Carolyn Pinkerton](#)

Carolyn Pinkerton, Au.D. is an audiologist on the Education and Audiology team at Starkey Hearing Technologies. Based out of the Starkey headquarters in Eden Prairie, MN, Dr. Pinkerton serves as the Manager of Government Services and University Outreach programs in the Education and Training department. Dr. Pinkerton joined the Starkey team after completing her Au.D. at Northeastern University in Boston, MA. her clinical experience includes time spent in private practice, pediatric audiology, ENT clinics and VA hospitals. Dr. Pinkerton also served as a research assistant investigating monaural cochlear implantation and was co-founder of the hearing conservation program at the New England Conservatory.

Financial Disclosure: Education and Training Audiologist

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Stephanie Porowski](#)

Stephanie Porowski joined Starkey Hearing Technologies in 2013. Prior to joining Starkey Hearing Technologies, Stephanie worked as a dispensing audiologist at a private practice in New York, NY from 2011-2013, as well as a clinical audiologist at a hospital in Greenville, NC from 2009-2011. Stephanie is originally from Ohio. She received her B.S. from Ohio University in Athens, OH in 2005, and her Au.D. from the University of Cincinnati in 2009.

Financial Disclosure: Field Technology Specialist

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Kevin Ramsey](#)

Dr. Ramsey joined the Starkey Sales team in January of 2007 and is the Field Technology Specialist covering TN and KY. Prior to joining Starkey, he worked as a clinical audiologist for 4 1/2 years in both TN and FL, during which time he dispensed hearing aids and provided diagnostic services to patients of all ages. He received his B.S. in Biology from Middle Tennessee State University, his M.A. in Audiology from The University of Tennessee, and his Au.D. from the Arizona School of Health Sciences.

Financial Disclosure: Field Technology Specialist

Non-Financial Disclosure None

[Brandon Rawlings](#)

Brandon Rawlings received his B.S. in Communication Disorders at Brigham Young University in 2008 and graduated with his Au.D. at Missouri State University in 2012. Brandon has had the opportunity to work in multiple settings including ENT clinics, private practices, and VA hospitals. One of Brandon's greatest accomplishments was bringing over \$1 million in revenue multiple years in a row at a practice he ran in Las Vegas and was awarded the Elite Provider Award by Audigy group. For the past year Brandon has had the opportunity to serve the great veterans in Temple TX at the Central Texas VA hospital. Brandon joined Starkey in 2016 as is a government services field sales representative. He is excited to build relationships with all the many audiologists who are selflessly caring for our veterans.

Financial Disclosure: Government Services Field Sales Executive

Non-Financial Disclosure None

[Cassandra Reyna](#)

Cassandra Reyna is a Field Sales Representative for the West Texas/New Mexico territory. Cassandra joined the Starkey Hearing Technologies team in July 2015. She holds a Bachelor of Science in Rehabilitative Services from the University of Texas-Pan American. She is also licensed as a Hearing Instrument Specialist in Texas and Arizona. Cassandra's clinical experience includes time spent in private practice and ENT settings. Prior to joining the Starkey team, she worked in a private practice in Arizona where she prescribed and dispensed hearing instruments to patients. She has also spent time in an otolaryngology office in Texas dispensing hearing aids as well as working with a Cochlear Implant team where she helped patients through post- procedure care.

Cassandra has extensive experience with a wide range of amplification products.

Financial Disclosure: Field Technology Specialist

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Rom Romani](#)

Rom Romani is a Field Technology Specialist with Starkey Hearing Technologies. Rom is based out of Michigan and is involved in strategic planning, business development, and the execution of initiatives for Michigan Hearing Health Professionals. Rom has been with Starkey since November of 2013 and has over 20 years of experience in technology sales and marketing with Fortune 500 companies like Xerox, Bard Medical, Teleflex Medical and Sonova/Phonak helping customers improve their sales and marketing results through business development, technology implementation strategies and staff training. Rom holds a B.A. in Business Administration and a minor in Finance from Aquinas College in Grand Rapids, MI.

Financial Disclosure: Field Technology Specialist

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Dhurat Rosinski](#)

Dhurat Rosinski began working for Starkey in June 2016 as Field Sales Representative for the Arizona and Southern California territory. She is graduate of Michigan State University and has been practicing for +22 years. Prior to joining Starkey, Ms. Rosinski's clinical experience includes time spent in otology, clinical and rehabilitative audiology, vestibular testing, and hearing aid dispensing. This past year, she has worked as the Director of Training focusing on account management, audiology technical support and patient care. She is licensed to practice audiology in Michigan and Arizona, and is a member of the Academy of Audiology and American Speech and Hearing Association.

Financial Disclosure: Field Technology Specialist

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation, Member of AAA and ASHA

[Michael Rosenblatt](#)

Michael P. Rosenblatt, Au.D. is an audiologist in the Education and Training Department with Starkey Hearing Technologies. Michael has spent much of his 30 plus years in the field providing educational programs, with a focus on hearing aid technology and patient management. His professional background, in addition to extensive experience training new and seasoned professionals in

core patient interaction skills, includes hearing instrument dispensing and managing a corporate training department. Michael has presented at numerous state, national and international conferences.

Financial Disclosure: Field Technology Specialist

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation, Member of AAA and ASHA

[Bill Ryan](#)

Bill Ryan is the Business Development Manager with the Corporate Partners department. With a bachelor's degree in Communication and Management from Saint John's University, I have served various areas of the United States as a sales representative. I am committed to building strong relationships and act as a consultant for my customers to grow their practice and better serve their patients.

Financial Disclosure: Business Development Manager

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Elizabeth Samuel](#)

Elizabeth Eden Samuel is a Field Sales Representative for the Oregon, Eastern WA and Northern CA territory. Elizabeth joined the Starkey Hearing Technologies team in November of 2006 after completing her B.S. at University of Illinois at Urbana-Champaign, where she also did two years of graduate school. She then attended Minnesota State University, at Mankato, where she completed two more years of graduate school, ABT. She began work at the Starkey Headquarters in November of 2006 and became the Field Sales Rep for the NY Metro territory in February of 2008 until she was transferred to her current territory in Oregon in July of 2013.

Financial Disclosure: Field Sales Representative

Non-Financial Disclosure None

[Maureen Seydel](#)

Maureen Seydel joined Starkey Hearing Technologies in 2003. Her current position at Starkey is Senior Field Technology Specialist. Prior to Starkey Hearing Technologies, Maureen was the Territory Manager for the Northwest with Phonic Ear. Maureen maintains her California hearing aid dispensing license that she first earned in 2010. She graduated from Sonoma State University in Rohnet Park, CA, with A B.S. degree in Business and Marketing.

Financial Disclosure: Senior Field Technology Specialist

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[John Sheehan](#)

John Sheehan joined Starkey Hearing Technologies in September 2011 as a Sales Representative with the NuEar brand. In this position, John was instrumental in driving customer utilization of social media strategies and was also a leader amongst his colleagues in promoting the use of social media channels such as Facebook and LinkedIn as sales prospecting tools. He transitioned into his current role of Community Manager in August, 2015, where he continues to drive efforts aimed at the development and support of the Starkey Hearing Technologies through many avenues, including social media. John has also been active with the Starkey Hearing Foundation traveling to Africa on two separate occasions as well as a mission to the Dominican Republic, which have been documented in dozens of photos uploaded to sites like Instagram, Facebook and Twitter. Prior to joining Starkey, John's career began in television where he worked behind the scenes as a news photographer and then as a producer. He later transitioned out of TV and worked as a Media Relations specialist for a law enforcement agency in Fort Myers, FL.

Financial Disclosure: Regional Business Manager

Non-Financial Disclosure Supporter of the Starkey Hearing Foundation

[Gregory Smith](#)

Gregory Smith has been with Starkey Hearing Technologies since 2011 and serves as the Field Technology Specialist in Ohio. Prior to joining Starkey, Gregory established and managed the Adult Hearing Aid Dispensing Program at the UNC Hospitals Hearing and Voice Center at Carolina Pointe in Chapel Hill, NC. Gregory started his career as a clinical audiologist at the Mayo Clinic in Rochester, MN. Gregory was hired as a clinical fellow at the Mayo Clinic and

went on to specialize in the diagnosis and treatment of vestibular disorders.

Gregory received his Master's Degree in Audiology and his Bachelor's Degree in Speech and Hearing Science from the University of Iowa.

Financial Disclosure: Field Technology Specialist

Non-Financial Disclosure: None

[John Sperry](#)

Employed with Starkey since 2012, John Sperry has worked with customers across the Midwest Region in a Field Technology Specialist role, having been promoted to Senior Field Sales Representative in 2015. John has achieved back to back Star Performer awards with the Starkey Sales team for both of the two years it has been in existence and also has served in the Starkey mentorship program for new field representatives. Prior to Starkey, John has performed at a high level in several medical / surgical device companies and has worked primarily in the Hospital surgical suite in various specialties for the previous 8 years.

Financial Disclosure: Senior Field Sales Representative

Non-Financial Disclosure: None

[Cliff Steinberg](#)

Cliff Steinberg is a Territory Account Representative for the Northeast Region covering 15 states for the NuEar Division. Cliff has 15 years of direct business consulting consisting of helping the private practice take care of their patient base in a manner to make them the practice of choice in their respective areas. Cliff has worked for both Fortune 500 companies as well as Wall Street in financial capacities that give him the expertise to help grow clients wishing to do so.

Financial Disclosure: Territory Account Representative

Non-Financial Disclosure: Supporter of the Starkey Hearing Foundation

[Shannon Swink](#)

Shannon Swink is currently a Field Sales Representative with the South East Sales team. Before coming to Starkey, she spent 6 years with Carolina East ENT in New Bern, NC. She obtained her Au.D. and Ph.D from East Carolina University in Greenville, NC..

Financial Disclosure: Field Sales Representative

Non-Financial Disclosure: None

[Carrie Tilley](#)

Carrie is an outside field sales representative at Starkey Hearing Technologies since November 2016. She covers the territories of Arkansas, Louisiana, West Mississippi and East Texas. She earned her bachelor's degree in communicative disorders, as well as her Au.D., from the University of Southern Mississippi. Carrie brings five years of hearing healthcare industry experience and has worked in a variety of clinical settings, such as private practices, hospitals and schools. Carrie has a background in diagnostic assessments, hearing aid sales, cochlear implants and tinnitus therapy. As a Starkey hearing aid wearer, she can provide you with real, authentic input. Carrie was consecutively named "Top Performer in Hearing Aid Sales" from 2013 to 2016 by Jackson Ear Clinic.

Financial Disclosure: Field Sales Representative

Non-Financial Disclosure: None

[Kimberly Toppel](#)

Dr. Kimberly Toppel currently holds the position of Regional Business Manager- Starkey Hearing Alliance/East with Starkey Hearing Technologies. Dr. Toppel has worked within the Sales Department at Starkey for over 8 years, and has 16 years of hearing industry experience. Previous to her role at Starkey she was a multi-office private practice owner with offices in several states. She has also held a Clinical Supervisor position within the University of Louisville's Au.D. program. She earned her Master's degree from Auburn University, and her Au.D. degree from the Pennsylvania College of Optometry's Audiology program. Dr. Toppel's experience covers many aspects of the hearing industry, to include product training, business development and management, marketing and comprehensive diagnostic audiology and hearing aid services.

Financial Disclosure: Field Sales Representative

Non-Financial Disclosure: Supporter of the Starkey Hearing Foundation

[Derek Walz](#)

Prior to joining Starkey Hearing Technologies in 2008, Derek worked in sales, specifically involved in the financial markets sector. During his tenure at Starkey Hearing Technologies, he has worked both field sales and inside sales throughout most of the Western US. Most recently as Director of Corporate Partners, he now manages all practice management partners, buying groups, third party, and managed care programs. Derek is a graduate of Minnesota State University, where he majored in Finance and minored in Business Administration.

Financial Disclosure: Director of Corporate Partners

Non-Financial Disclosure: Supporter of the Starkey Hearing Foundation

[Rhiannon Workman](#)

Rhiannon Workman, Au.D., CCC-A is a Regional Business Manager with the Starkey Hearing Alliance for Indiana, Michigan and Ohio. Dr. Workman joined the Starkey Hearing Technologies team in 2004 and brings over 16 years of industry experience including working 4 years in a clinical based ENT practice and private practice setting in the Michigan area. Dr. Workman completed her undergraduate training in communication disorders at Michigan State University and her masters in audiology at Wayne State University. She went on to complete her Doctor of Audiology degree at Salus University. Dr. Workman's primary professional interest has been the business development and management of retail hearing instrument practices.

Financial Disclosure: Regional Business Manager

Non-Financial Disclosure: Supporter of the Starkey Hearing Foundation

[Jim Young](#)

Jim Young is the Great Lakes Regional Business Manager with Audibel. Jim joined Starkey Hearing Technologies in November of 2007. Over the last 29 years he has held numerous positions in sales, sales management and practice development for major hearing instrument manufacturers. He is currently involved in the business development, strategic planning and execution of growth initiatives for his account base in the Great Lakes Region for Audibel. Jim lives in Holly, MI and is married to his wife Linda who is employed at the University of Michigan, Ann Arbor.

Financial Disclosure: Regional Business Manager

Non-Financial Disclosure: Supporter of the Starkey Hearing Foundation

[Talya Zell](#)

Talya Zell, Au.D., is an Education & Training Audiologist for the Arizona and New Mexico territory. Dr. Zell recently joined the Starkey Hearing Technologies team in August of 2015. She completed her B.S. at the University of Florida and her Au.D. at San Diego State University/University of California San Diego. Dr. Zell's clinical experience includes time spent in university clinics, the San Diego VA Hospital, and ENT offices. This past year, she worked in the field of Intraoperative Neuromonitoring. Dr. Zell has been dispensing hearing aids throughout her education and has extensive experience with a wide range of amplification and tinnitus products.

Financial Disclosure: Education and Training Audiologist

Non-Financial Disclosure: Supporter of the Starkey Hearing Foundation

[Craig Zupke](#)

Craig Zupke has nearly 20 years in the hearing aid industry. Craig has served in different roles in the Hearing Aid Industry from Regional Account Manager, National Sales Manager, and Special Accounts Manager. In this time, Craig has worked with hearing aid practice owners to grow their business year after year. He has assisted them with developing Business Plans, Marketing Plans, Recruiting, Team Training Programs, and New Market Development. In these capacities, he has also helped practice owners to change and implement Best Practice Protocols. Having worn hearing aids for most of his life, Craig is keenly aware of the benefits from better hearing. Craig has his B.A. in Management from St. John's University.

Financial Disclosure: Account Executive

Non-Financial Disclosure: Supporter of the Starkey Hearing Foundation