

Nicole Barrett

CLINICAL ACCOUNT MANAGER

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Summary

Clinical account manager, RN and CDCES with 10 years in diabetes care, including 5 years managing insulin pump and CGM accounts. Owns \$5.8M in annual revenue across 26 clinics, pairs patient education and clinical training with account management, and grew pump starts 23% in 2025.

Skills

- Account Management • Insulin Pump Therapy • Continuous Glucose Monitoring • Clinical Training • Patient Education
- Business Planning • Salesforce • Microsoft Excel • Presentation Skills • Communication Skills

Experience

Clinical Account Manager 04/2021 - Present
Cascade Diabetes Technologies Seattle, WA

Manages insulin pump and CGM business with endocrinology clinics in western Washington.

- Manage **\$5.8M** in annual pump and CGM revenue across 26 endocrinology and primary care clinics.
- Trained 900 patients and 150 clinic staff on insulin pump therapy and continuous glucose monitoring.
- Partner with payer and distribution teams, raising first-fill approval rates from 74% to 88%.
- Grew pump starts 23% in 2025 through quarterly business planning with the 8 largest clinics.

Diabetes Nurse Educator 08/2016 - 03/2021
Puget Sound Endocrine Associates Tacoma, WA

Nurse educator at a 10-provider endocrinology practice.

- Taught 1:1 and group diabetes classes to 700 patients a year, including 120 new pump starts.
- Reviewed CGM data with patients and providers as the clinic's average A1c fell from 8.1% to 7.4%.
- Created a pump-start checklist that 3 other clinics in the region adopted.
- Presented device options and Salesforce-tracked training dates to providers at monthly staff meetings.

Education

Bachelor of Science in Nursing 06/2016
University of Washington Seattle, WA
Nursing

Certificates

Registered Nurse (RN) 08/2016
Washington State Nursing Care Quality Assurance Commission

Certified Diabetes Care and Education Specialist (CDCES) 11/2019
CBDCE