

KEY ACCOUNT MANAGER

Summary

Accomplished pharmaceutical and medical device senior sales specialists with over 25 years of experience. Proven track record in prospecting, consultative sales, new business development and customer retention. Proficient in sales presentations, introducing and detailing products and conducting in services with physicians, staff, C-Suite and OR technicians. Keen ability to identify customer needs, provide solutions and utilize well developed skills to close business. Highly motivated, enthusiastic and committed to exceeding expectations.

Highlights

- * Pharmaceutical Specialty Sales
- * Strategic Account Management
- * New Product Launches
- * Managed Care
- * Key Account Management
- * Medical Device Sales
- * Key Opinion Leader Development

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Accomplishments

- 07'08'09'10 awarded regional performance fund for outstanding sales and work ethic
- Consistent Achievers Award 25 out of 25 years
- 2003-2004 Winner of the Tactical Action Unit of the Year Award
- 2005 Member of the Region of the Year
- 4-time Divisional Product Contest Award Winner
- 2012- Finished top 3

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Experience

Company Name January 2011 to April 2015 Key Account Manager

- Responsible for the accounts management of 40 hospitals and medical centers.
- Developed Physician and KOL's relationships to expand territory growth.
- Provide on site product expertise and consultation to Pediatric Urologists while in OR.
- Assigned as district leader in training and consulting in the northeast.
- Responsible to build relationships with C-Suite and quality personnel within the institution.
- Conduct training on ever changing healthcare landscape to northeast region.

Company Name January 2005 to January 2011 Senior Institutional Health Care Sales Consultant

City , State

- Responsible for driving sales of Zyvox, Vfend, Tygacil and Relistor among hospital accounts: Hartford Hospital, St. Francis, University of Connecticut, Mid State and Manchester
- Responsible for coordinating several projects between Pfizer Groton and Specialty Care BU
- Hand selected by Specialty Care BU to lead Groton/Hartford Hospital C-Suite Initiative
- Demonstrate strong intra-team cooperation to execute cross cluster business strategies that consistently provide added customer value delivery
- Provide high level educational presentations to customers including surgeons, infectious disease, pulmonologist, vascular, hematology/oncology, transplant, wound center, podiatry, pharmacy
- Based on an assessment of consumer disease and chronic care trends and healthcare needs, successfully led the introduction of products into the healthcare arena.
- Negotiated with Hospital pharmacies to ensure products were available for healthcare providers on multiple formularies
- Worked with long term care facilities to ensure products were available to all facilities.
- Successfully collaborated with peers to develop strategic operations, financial and quality objectives. Aided peers in implementation and issue resolution
- Developed highly successful team business goals and initiatives. Monitored results to ensure compliance with strategic objectives
- Developed and preformed regional strategic initiatives to address market specific issues.
- Conducted detailed competitive analysis to determine appropriate marketing and sales strategies.
- Maximized Pfizer resources and upper management to enhance high level KOL relationships and leverage Pfizer strengths toward various victories within the institutions.
- Worked closely with Regulatory Affairs to keep compliant and within guidelines with all promotional activities Major Awards included
- 07'08'09'10 awarded regional performance fund for outstanding sales and work ethic
- Consistent Achievers Award 14 out of 14 years
- 2003-2004 Winner of the Tactical Action Unit of the Year Award.
- 2004 #1 nationally in Viagra sales attainment
- 2005 Member of the Region of the Year.

- 4-time Divisional Product Contest Award Winner.
- 2004 #1 in the Region for highest Lipitor new prescription growth.
- 2005 District finished #1 in the Region for highest physician call average plus Lipitor new prescription growth.

Company Name January 2003 to January 2005 Health Care Consultant

- Developed strategic business plans to exceed sales goal of \$100 million while analyzing market trends and P & L. Customer base included 10 Academic Medical Centers, Integrated Delivery Systems, Large Medical Groups, Veterans Administrations and Long Term Care Facilities.
- Demonstrated strong intra-team cooperation to execute cross cluster business strategies that consistently provided added customer value delivery.
- Utilized effective accountability mechanisms to ensure that expectations were clear and sales were met
- Met budget guidelines every year while exceeding activity on educational programs by carefully monitoring ROI.
- Highly coachable and professional. Demonstrated self-awareness and emotional intelligence in evaluation and developmental situations.
- Cultivated strong advocates with Medical Societies, (Hartford County Medical Society, American Association of Black Physicians) and Academic Hospitals that supported Pfizer's products on the CT Medicaid Preferred Drug List.

Company Name January 1991 to January 2003 Healthcare Representative

City , State

- Sold cardiovascular, urological and diabetes products to specialists, retailers, clinical pharmacists and pharmacy purchasers within academic medical hospitals to include Yale Medical Center, Hartford Hospital, St. Francis Hospital, University of Connecticut Medical Center, Baystate Medical Center, Newington and West Haven Veterans Administrations.
- Successfully launched a new division of Pfizer
- Collaborated with teammates to maintain all assigned Pfizer products on hospital formularies.
- Gained access into multiple catheterization procedures within Cardiology Departments at Yale New Haven Medical Center, Hartford Hospital, St. Francis Medical Center and Baystate Medical Center.
- 1997 Winner of the Lipitor Convention Contest for highest market share growth.
- 1998 Winner Norvasc Product Contest for highest Norvasc Goal Attainment.
- 1998 Runner-up, National Hospital Representative for the first quarter.
- 1999 drove sales for multiple products surpassing \$5 million resulting in the Winners Choice Award for greatest movement on the Goal Attainment Report for the full year.
- Successfully launched Procardia XL, Glucotrol XL, Zyrtec, Aricept, Cardura, Viagra, Norvasc, Lipitor, and Tikosyn for Atrial Fibrillation

Education

Northeastern University 1985 Bachelor of Arts : Business Management City , State , US Northeastern University, BABM, Boston, MA
 Certified Medical Representative 2005 Certification : Pharmaceuticals City , State

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Professional Affiliations

CT, RI and MA Â Case Managers Societies Member

Member Pharmacy Association RI, MA and CT

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Certifications

Certified Medical Representative

Skills

Account Management, Key Account Selling, Product Expertise, OR selling Training, Budget, Business Plans, Educational Programs, Market Trends, Medicaid, Â Business Development, Managed Care, Medical Device, Ms Excel, Ms Powerpoint, Ms Word, New Business Development, Project Management, Prospecting, Sales Presentations, Senior Sales,