

## PHARMACEUTICAL SALES REPRESENTATIVE

~ Over Three Years of Healthcare Industry Experience ~

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Dynamic and innovative sales professional with versatile business management and healthcare expertise. Skilled in physician and office staff relationship management techniques. Established reputation for identifying and resolving a customer's decision barriers and closing the sale; keen understanding of the human buying motive. Strong telephone and in-person sales presence; project and maintain a professional image when communicating with customers and vendors. Detailed understanding of the importance of organization and self-management required to excel in a field sales position.

### KEY PROFICIENCIES

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|----------------------|---------------------------|-----------------------|
| ❖ Strategic Planning | ❖ Relationship Management | ❖ Product Knowledge   |
| ❖ Customer Service   | ❖ New Market Penetration  | ❖ Sales Presentations |
| ❖ Market Analysis    | ❖ Sales Techniques        | ❖ Networking          |
| ❖ Sales Follow-Up    | ❖ Territory Management    | ❖ Data Tracking       |

## PROFESSIONAL EXPERIENCE

HAPPY BLOCKS SCHOOL – ANYTOWN, USA

**BUSINESS MANAGER / INSTRUCTOR**

**2004 – PRESENT**

Manage daily operations; supervise a team of eight employees and manage special projects. Develop and implement marketing programs and advertising campaigns to build customer base. Act as a liaison between the center, its Directors, and contract school personnel. Ensure adherence to quality standard and company policies by following quality control protocols. Coordinate payment customer plans. Hire and train new employees. Plan course compositions and teach courses.

- Contact newly opened schools to market programs and generate new business / revenue streams.
- Wrote and submitted business proposals.
- Provide consultation to ownership on optimal business direction to increase profitability and community reputation.
- Created the Star Student Program designed to track student progress and communicate educational needs to the student's parents.
- Play a major role in the designing, taping, editing, and production of the school's internet podcast classes.

MARK RYAN, M.D. – ANYTOWN, USA

**SENIOR OFFICE ADMINISTRATOR**

**2001 – 2004**

Supervised the daily tasks and projects of two employees while providing administrative oversight for a medical practice specializing in family medicine and dermatology. Process patients through the systems and schedule appointments. Manage and maintain medical charts. Refer patients to specialists.

- Consulted with pharmaceutical representatives for physicians to acquire information about drug products.

## EDUCATION

B.S. – Political Science / Spanish (Environmental Science Minor)

University of Anytown ~ Anytown, USA ▪ 2001

- Dean's List, Sigma Delta Pi National Honor Society; maintained a 3.7 GPA.
- Member - Accounting Club

## SOFTWARE KNOWLEDGE

MS Word ▪ MS Excel ▪ MS PowerPoint ▪ ACT! ▪ PrintShop

## VOLUNTEER EFFORTS

Great American Teach-In, Anytown County Schools ▪ Sponsored by Noel Electric  
Family Readiness Group Leader ▪ United States Army, 16<sup>th</sup> Support Group / Corps, Othertown, USA

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