

## MARKETING & CUSTOMER SERVICE SPECIALIST

Highly motivated, results oriented sales leader with excellent interpersonal skills and the ability to develop ongoing customer and professional relationships. Driven by a strong work ethic and a desire to be part of a growing team with successful experience in negotiating contracts, training customers, and organizing special projects.

### AREAS OF EXPERTISE

Team Leadership

Customer Service

Collaborative Work Skills

Organizational Planning

Bargaining / Negotiating

Event Planning

Results Oriented

Relationship Building

Product Presentation

## SELECTED ACHIEVEMENTS

### STRATEGIC PLANNING

- **Developed** and implemented territory plan to ensure that all products would achieve sales growth. All products had growth and I received the Whilst President's Achievement Award for the top 10% of sales.
- **Analyzed** customer data, counterpart relationships, and geography to develop a primary and secondary list of desired customers during company realignment. Attained 93% of physicians from primary and secondary list of desired customers.

### FINANCIAL MANAGEMENT / BUDGET PLANNING

- **Managed** and exceeded sales goals for five different territories simultaneously. Set realistic budget expectations with customers for the next year.
- **Developed** a business plan for our family farm and solicited advice from trusted individuals to make the plan as realistic as possible. The farm operates 100% independent of our personal finances, has tripled in size, doubled in value, and the cattle herd has grown by 300%

### SOLD / SELLING

- **Strengthened a relationship** with a Nurse Practitioner who started her own practice in order to grow sales of Serotonin-norepinephrine reuptake inhibitor XR. Nurse Practitioner has been my number one Serotonin-norepinephrine reuptake inhibitor prescriber for the past eighteen months.
- **Sold** key physicians on treating depressed patients more aggressively by switching to Serotonin-norepinephrine reuptake inhibitor sooner in the treatment process and helping the patient get to complete remission along with growing Serotonin-norepinephrine reuptake inhibitor sales. Testimonials from physicians acknowledge patients do get to remission with Serotonin-norepinephrine reuptake inhibitor and, therefore, sales have continued to increase.

### DECISION MAKING

- **Developed and implemented** a plan to grow decreasing H2-receptor antagonists' sales volume by 3%. Most recent results show volume increasing with growth at 2%.
- **Facilitated** settlement of a large crop injury complaint, including evaluating fields and communicating with the grower, negotiating a settlement offer in conjunction with the home office. The grower was pleased with customer support and maintained his business for the following year.

