Robert Smith

Medical Account Manager

CONTACT DETAILS

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PERSONAL STATEMENT

Medical Account Manager with 2 years of experience in Maintaining effective and appropriate communication and collaboration among headquarters Medical colleagues, Medical Information, and other Pfizer Field Medical colleagues, Demonstrating expertise in communication across multiple channels, including, but not limited to, live and virtual presentations in small or large settings, written communication, and telephone or virtual conversations.

WORK EXPERIENCE

Medical Account Manager

ABC Corporation - February 2016 – June 2016

Responsibilities:

- Received requests for price quotations, part identification, purchase orders, order changes, adjustments, and cancellations.
- Created and entered sales quotes using in-house resources.
- Adhered to pricing guidelines by product type and customer type.
- Used SalesForce to track orders and manage sales funnel (weekly, monthly, and annually).
- Monitored production builds of orders and manages questions/issues as they arise.
- Adhered to country regulatory requirements with RAQA and distributors.
- Followed up on inquiries by checking Epicors computer system for delivery information.

Medical Account Manager

Delta Corporation - 2012 – 2016

Responsibilities:

- Promoted after three months to run all medical accounts.
- Stopped decline in production and grew solid relationships with new and existing customers Introduced new filing methods to organize customer samples .
- Increased relationships with overseas customers in England, Switzerland, and Mexico Improved internal employee production and moral by increasing.
- Responsible for making calls and also taking inbound calls to negotiate and establish acceptable repayment arrangements with Consumers.
- Often times including negotiating settlement offers, while abiding by the law.
- Processed currency postings and generating invoices to consumers to review accounts.
- Documented consumer contacts on system (CRS).

Education

B.S. In Marketing

SKILLS

Customer Service, Computer System, Planning.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference – 1 (Company Name)
Reference – 2 (Company Name)

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