

Candidate ID: 53927

Title: Healthcare Account Manager

Location: New York,USA

SUMMARY

Meticulous manager with extensive experience in undertaking complex assignments, meeting deadlines, and delivering outstanding performance. Applies strong analytical skills to improve business and patient experiences. Thrives in fast-paced settings, with over 12 years of project management expertise ranging from merchandising to healthcare. Known for a customer-centric approach, driving product demand, exceeding sales objectives, and generating revenue.

PROFESSIONAL EXPERIENCE

Specialty Pharmacy (Healthcare Industry)

Executive Fertility Account Manager

- Ranked first on the sales team for consecutive years.
- Acquired approximately \$3M annually in new referrals in the fertility market.
- Generated over \$4M in combined revenue across therapeutic markets, including Biologics, IVIG, Fertility, and HIV.
- Converted referrals from major fertility accounts, significantly increasing cash business.
- Collaborated with manufacturing sales representatives and healthcare centers to expand business portfolios.
- Enhanced market visibility with customer-centric services, including educational programs for patients and healthcare professionals.
- Represented the company at major industry conferences.
- Trained and mentored new sales representatives to achieve their targets.
- Engaged with community organizations to provide patient education and support.

Healthcare Clinic (Reproductive Medicine)

Executive In-Vitro Fertility Manager

- Managed clinical responsibilities for all patients undergoing IVF, ensuring seamless execution of treatment plans, medication orders, and patient education.
- Coordinated timelines, obtained medical records, and ensured patient satisfaction.

Primary Assistant to Senior Partner

- Managed full scheduling, administrative support, and team coordination for the Senior Partner, including patient schedules, meetings, and seminars.

Patient Service Lead

- Oversaw patient services, including appointment scheduling, record management, and administrative support, ensuring high levels of patient satisfaction.

Retail Store (Merchandising)

Store Manager

- Led store operations, including sales, merchandising, and HR management.
- Analyzed business performance and implemented strategic merchandising plans.

Merchandising Manager

- Developed and executed merchandising strategies based on business trends.

Intimates Category Selling Manager

- Led category sales, executed action plans, and drove business growth.

Merchandising Supervisor

- Managed inventory, product handling, and back-end operations, training associates on merchandise processing and customer service.

Cash Wrap Lead

- Trained cashiers on customer service, managed conflict resolution, and analyzed customer feedback.

EDUCATION

Graduate School

Master's in Health Administration

University

Bachelor of Science in Sociology

Bachelor of Science in Psychology

Bachelor of Business Administration

Minor in Latin American Studies

Minor in Women's Studies

CERTIFICATIONS

- Certified Healthcare Account Manager
- Project Management Professional (PMP)

SKILLS

- Revenue Growth
- Customer-Centric Selling
- Matrix Selling
- Staff Recruitment & Training
- Relationship Building
- Marketing Strategy
- Vendor Engagement
- Sales & Account Management
- Market Research
- Financial Reporting
- Human Resources
- Bookkeeping
- Project Management
- Patient Care
- Payroll
- CRM
- Healthcare Operations
- Office Administration

LANGUAGES

- English (Fluent)
- Spanish (Fluent)

MEMBERSHIPS

- Healthcare Professionals Network
 - Business Development Association
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AREAS OF INTEREST

- Patient Education
 - Community Healthcare Initiatives
 - Business Strategy
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