Clive

Objective

 To become a dynamic role model for the future generation in sales and marketing

Personal Details

Date of birth : 8th August 1983

C/o-Contact number : +971501685421

Email : clive.342134@2freemail.com

School attend : St’Anthony’s Collage Wattala

Secondary education : Master of Business Administration

Primary education : G.C.E. Ordinary level

 G.C.E. Advance level in Commerce stream

Work experience

Carrying more than 14years work experience in sales, Marketing &Customer care fields

***Key accounts coordinator***

*April 2014-present*

*Glaxo smith Kline pharmaceuticals*

* Support representatives in each territory in a collaborative fashion by working with multiple different customers within the hospital to help GSK and GSK products gain further access and support on a local level which leads to achieve the sales objectives.
* Developing capabilities by coaching of medical promotion delegates in planing, communication and execution of plans in the territory.
* Identify new business development opportunities, preparing plans and executing those plans in order to increase the brand visibility of the organization along withsales objectives.
* Working with members of the Pharmacy within hospitals to gain approval of GSK products. Working with members of health teams to discuss challenges in order to collaborate to address gaps in patient care that GSK can assist and ultimately increase GSK ability to access team members. Efforts to achieve access could involve the organization of education that meet both internal and customer needs. Work on activities as indicated by head office to maximize commercial success and/or longevity of GSK brands in the market
* Create Account-specific plans which consolidate the objectives of promoted products and the company. Collect business intelligence and complete Account-specific analysis. Identify Account-level opportunities.
* Ongoing input and exchange of information with manager, within District and inter-departmentally. Provide insight and guidance as well as collaborate on all Account-specific initiatives from the company. Develop & maintain relationships with decision makers, advocates & influencers.

Ensure that field sales activities can be measured to evaluate performance.Timely use of the company’s expense reporting system.

**Key competency**

- Results oriented

- Critical thinking and innovation

- Teamwork

- Communication

- Adaptability - Flexibility

- Multi-Tasking

**Medical promotion delegate**

*2011 April-2014 March*

*Glaxo smithkline Pharmaceuticals*

Product portfolio anti invectives

* Working towards the achievement of sales goals of the territory.
* Promoting and providing information to customers within specified therapeutic areas.
* Disseminating product information to physicians, pharmacists, hospitals as well as being a resource to other members within the District and Regional Business Unit.
* Analyzing, planning and implementing activities to drive business success in the territory such as sales, expenses and investments in Continuous education projects to physicians.

**Medical representative**

*December 2007-March 2011*

*A.baur& co.ltd.*

Promote products in portfolios of antibiotics, multivitamin , steroids and dermatology.The duties were same as above,( medical promotion delegate) however the products are manly generic products and the organization is a local organization.

**Medical representative**

*November 2006-November 2007*

*Ashland Associates*

Promote products in portfolios of antibiotics, multivitamin , cardiovascular . The duties were same as above, however the products are manly generic products and the organization is a local organization.

**Assistant customer care manager**

*Integrated power systems (computer hardware and networking solutions provider)*

*July 2005 – August 2006*

* Review customer service processes and identify opportunities for improvement that positively impact the following: customer satisfaction/productivity/employee engagement.
* Research and recommend best practices to be followed including training to improve service delivery.
* Actively engage customers to gauge current performance levels, identify improvement opportunities and assist the team with the execution of improvement plans.
* Actively pursue opportunities associated with cross functional activities.
* Worked to eliminate obstacles, which currently exist for desk level colleagues.
* Ensure all new/change initiatives are implemented by the customer service team.
* Build good working relationships with vendors, customers and internal partners.
* Keep apprised of pertinent trends in the transportation industry.
* Comply with all Federal, Provincial and Local legal requirements.

**Marketing Executive**

*Integrated power systems (computer hardware and networking solutions provider)*

*June 2002 – June 2006*

* Manage the new business sales cycle for own book of business – from generating and qualifying sales leads to meeting with prospects and closing opportunities in order to achieve assigned sales goals
* Manage to and meet individual sales objectives and metrics
* Answer customers' questions about products, services and prices. Provide practical information to customers as required
* Preparing, submitting and presenting proposals.
* Document all client interactions
* Uncovers new solution enhancement opportunities and participates in active selling process to drive revenue and broaden strategic partnerships
* Partners with Internal and External Client groups, to enhance visibility and marketing/positioning of Circles services within overall client value proposition
* Internally prospect within the whole Company client and sales teams, initiate and maintain relationships with key stakeholders by creating business synergies across the company businesses
* Worked closely with Operations and Account Management teams to ensure solutions and assets are appropriately and efficiently delivered to customers
* Keep up with industry relevant topics
* Maintained market Intelligence, knowledge of competition and positioning

Professional Achievements

* **Got promoted as a Key Accounts Coordinator at Glaxo SmithKline Pharmaceuticals**
* Became the first runner up in best rep competition for the year 2013
* Became the star rep for the second quarter in year 2013 at Glaxo Smithkline Pharmaceuticals
* Became the Best rep for the Cephlasphorin portfolio in all Quarters in year 2013 at Glaxo Smithkline Pharmaceuticals
* Got promoted as Assistant customer care manager at integrated power systems (pvt) Ltd.

Educational qualifications

* **Master of Business Administration (Cardiff metropolitan university )**
* **Reading for professional diploma in digital marketing**
* CIM certificate level
* Completed two subjects in CIM diploma stage

Knowledge and technical skills

* Good communication skills
* Good organising skills
* Good interpersonal skills
* Good knowledge about health care products and operation procedures

Technical Skills

* Good personal relationship skills
* Fluent in English Language written, Reading and Speaking
* Fluent in Sinhala Language Written, Reading and Speaking
* Fluent in Speaking Tamil

Extra Curriculum Activities

* Member of the school prefect board
* Chief English announcer
* Member of the Collage Basketball team

I do hereby certify that the above information’s are accurate and correct.

.....................................

Clive