**Curriculum Vitae**

**Shaun**

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# CURRICULUM VITAE

## PERSONAL INFORMATION

**Name** : Shaun

**Date of Birth**  : 11 January 1979

**Sex**  : Male

**Marital Status** : Married

**First Language**  : English

**Other Languages** : Afrikaans (basic)

**Nationality** : South African

**Occupation**  : Pharmaceutical Regional Sales Manager

Pharmaceutical Sales Representative

**License** : UAE Light Motor vehicle

**E-mail Address** : [shaun-394994@2freemail.com](mailto:shaun-394994@2freemail.com)

### ACADEMIC QUALIFICATIONS – SECONDARY

**1996**

Matriculated at Sastri Park Secondary school, Durban, South Africa

* **Subjects :**
* English
* Afrikaans
* Accounting
* Biology
* Mathematics
* Computers

## ACADEMIC QUALIFICATIONS - TERTIARY

**2001**

**Higher certificate in Call Centre Agent (Damelin)**

* **Courses Completed :**

Call Centre Management

Call Centre Staff Control

In-depth training in Customer Services

Strategic planning of a Call Centre

Call Centre Technology

**2001 / 2004**

**Certificate in Microsoft Windows, Word and Excel (CS Holdings)**

* **Courses Completed :**

Ms Excel

Ms Word

Internet and email

**EXPERIENCE**

**2015 – Nov 2018**

**Position** : Regional Sales Manager / Sales Representative

**Area** : Kwa-Zulu Natal, South Africa

* **Purpose of position :**
* To coach, manage and empower a sales team.
* Maintain and grow the business presence in the applicable territory
* To manage the business
* **Responsibilities of Position :**
* To take responsibility for a sales team of 6 members
* Grow the company’s business in the Pharmaceutical market
* Conduct team meetings and Rep reviews
* Key Accounts
* Report on region business progress to senior management
* Seek new business
* Assess and understand team members
* Knowledge and understanding of the pharmaceutical market
* Analyse data
* **Developed abilities :**
* Communication skills
* Problem Solving
* Results focused
* Customer Relationship Building
* Reporting
* Ability to analyse data

**2012 – 2014**

**Position** : Regional Sales Manager Coastal – South Africa

**Area :** Western Cape – South Africa

* **Purpose of position :**
* To coach, manage and empower a sales team.
* Maintain and grow the business presence in the South African market
* Conduct team meetings and Rep reviews
* Report on region business progress to senior management
* To manage the business
* Manage Pharmaceutical Wholesaler business
* Manage Key Accounts
* Analyse data
* **Responsibilities of Position :**
* To take responsibility for a sales team which covered three provinces
* Grow the company’s business in the Pharmaceutical market.
* Seek new business
* Assess and understand team members
* Knowledge and understanding of the pharmaceutical market
* **Developed abilities :**
* Communication skills
* Problem Solving
* Results focused
* Customer Relationship Building
* Reporting
* Ability to analyse data

**2005 – 2012**

**Position** : Medical Representative – Doctors and Pharmacy

**Area :**Kwa-Zulu Natal, South Africa

* **Purpose of position :**
* Pro-actively manage, develop and expand a profitable relationship with an identified portfolio of customers.
* Manage key accounts.
* **Responsibilities of Position :**
* To take responsibility for customer satisfaction within the assigned portfolio and to drive sales
* To retain assigned portfolios through long term relationships
* To seek new business
* Ability to assess and understand clients’ needs
* Knowledge and understanding of the pharmaceutical market
* **Developed abilities :**
* Communication skills
* Problem Solving
* Results focused
* Customer Relationship Building
* Reporting
* Ability to analyse data

**EXPERIENCE - (continue)**

**2001 - 2005**

**Position :** Buyer

**Area :** Kwa-Zulu Natal, South Africa

* **Purpose of position :**
* Procurement Officer of Pharmaceutical, FMCG and Surgical goods for the company.
* **Responsibilities of Position :**
* Purchasing of Pharmaceutical, FMCG and surgical goods
* Interacting regularly with Supplier Managers and Reps
* Negotiating deals, pricing, stock availability and managing the manufacturer accounts
* Handled approximately 95 suppliers and Multi-National creditors
* Knowledge and understanding of the pharmaceutical market
* **Developed abilities :**
* Communication skills
* Problem Solving
* Computing of reports and Marketing fees
* Results focused
* Using initiative
* Relationship Building

**2000 - 2001**

**Position :** Customer Care Manager

**Area :** Kwa-Zulu Natal

* **Purpose of position :**
* Managing Customer Care Staff
* **Responsibilities of Position :**
* Making sure that all customer queries are addressed and resolved
* Authorizing of customer credit returns and price queries
* Auditing credit notes
* Handling of irate customers
* **Developed abilities :**
* Communication skills
* Problem Solving
* Staff Management

**1997 – 2000**

**Position :** Suppliers Returns Manager

**Area :** Kwa-Zulu Natal

* **Purpose of position :**
* Managing all supplier returns and shipping
* **Responsibilities of Position :**
* Making sure that all damaged and order errors were returned for credit
* Following up on credit notes
* Interacting with buyers to rectify errors
* Stock expiry control
* Supplier liaison
* Understanding Suppliers Return Policies
* **Developed abilities :**
* Communication skills
* Problem Solving
* Staff Management

### OTHER

* **Accolades**
  + CIPLA CEO SPECIAL AWARD 2007
  + CIPLA DISPENSING DOCTOR STAR AWARD 2008
  + PHARMED EMPLOYEE OF THE YEAR 1998
  + PHARMED EMPLOYEE OF THE MONTH MARCH 1998
* **Computer skills**
  + MS Excel
  + MS Word
  + MS PowerPoint
  + E-mail & Internet
  + Repwise
* **Personal attributes**
  + Honest, hardworking and dedicated
  + Fast and eager learner
  + Team player
  + Highly motivated and goal orientated
  + Enthusiastic and positive personality
  + Good decision making skills
  + Strong leadership skills
  + Creative and innovative
* **The following are available on request:**
* Copy of Identity Document
* Copy of Study Record Damelin
* Copy of Drivers licence
* Copy of accolades achieved

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