

PHARMACEUTICAL SALES REPRESENTATIVE

Client Engagement | Team Leadership | Relationship Building

Motivated and astute nursing professional with progressive experience educating and coaching physicians and patients in health programs and contractual liabilities. Proven record of success in fast-paced and detail-oriented work environments requiring a high sense of time management and organization. Knowledgeable and skilled in nursing care, health insurance, treatment plans, member engagement, and health resources. Adept at directing multiple tasks effectively to achieve and exceed company targets. Highly motivated to leverage education and experience to excel in a pharmaceutical sales capacity.

Clinical Nurse | Case Management | Disease Protocols | Community Health Assessments | Treatment Plans
Training & Development | Audits | Insurance Claims & Appeals | System Analysis & Implementation
Program Management | Time Management | Outstanding Communicator | Public Speaking | Office Administration

Professional Experience

United Biosource Corporation | St. Louis, MO | 2015 – Present

National Ambassador/Case Manager

- Interviewed and engaged members, promoting behavioral and lifestyle changes to achieve health goals.
- Provided expert guidance to large caseload of patients, navigating them through insurance processes, providing medical education, and coaching and supportive services.
- Encouraged members to actively participate with their provider in healthcare decision-making.
- Awarded Motivational Expert Champion, devising and implementing best practices for the Ambassador Program.
- Trained and mentored national ambassadors, increasing performance indicators over 20%.
- Served as Resiliency Champion, establishing resiliency strategies for staff members and contributing to employee retention.
- Recognized for ability to manage and mend difficult situations while sustaining a pleasant demeanor, helpful attitude and advanced patient care knowledge.

United States Army Nurse Corp | St. Peters, MO | 2009 – Present

Army Public Health Nurse, Captain 66 H Medical Surgical Nurse, and Platoon Leader

- Established and managed activities designed to promote, protect, and restore the health of individuals in the military community.
- Acted as liaison for the community, local and state public health officials, education facilities, and public affairs offices, delivering health-related information and tools.
- Provided professional nursing care and expertise to critical and medical surgical patients.
- Raised public awareness concerning personal health, monitoring the spread of diseases and recognizing health hazards.
- Trained and supervised 20 soldiers, developing an educational program and achieving 80% soldier readiness.
- Inherited 35 man platoon, developing a recording system to track and trend soldier activity.

St. Anthony's Medical Center | St. Louis, MO | 2008 – 2014

RN Clinical and Quality Case Manager

- Developed and implemented case management program for St. Anthony's Physician Organization, analyzing data over a six year timeframe to ensure optimal patient outcomes.
- Served as liaison for health plan administrators, members, providers, and community health resources.
- Identified and coordinated specialty services and community resources for patient care.
- Provided educational strategies and tools for patients qualifying for outreach services.

- Achieved optimal outcomes for network members, collaborating with physicians, ancillary providers, hospital staff, and the Department of Health.
- Maintained 90% or greater on Healthcare Effectiveness Data and Information Set (HEDIS) throughout physician organization of 40 providers with patient panel sizes ranging from 50 to 300.

Jefferson Memorial Hospital | Crystal City, MO | 2007 – 2008

RN Case Manager/Outlier Review Specialist/Direct Admissions Coordinator

- Facilitated admissions and concurrent case reviews, coordinating with insurance companies and performing retrospective and appeal reviews.
- Coordinated patient care plans including therapy, home health, and durable medical equipment usage.
- Administered assessments for patient psychosocial needs and treatment plans.

Alliance for Community Health bda Mercy CarePlus | St. Louis, MO | 2002 – 2007

RN Case Manager/Outlier Review Specialist/Direct Admissions Coordinator

- Educated and informed network members on disease protocols and treatment plans, coordinating patient care from admission through discharge.
- Delivered optimal outcomes for network members, collaborating with physicians, ancillary providers, hospital staff, and the Department of Health.
- Performed comprehensive chart audits, ensuring accurate and complete documentation.

**Additional experience as Provider Relations Representative, Medical Record/Site Reviewer/NCQA Special Project, and Medical Review Analyst at Blue Cross/Blue Shield and Staff Nurse at St. Louis Regional Medical Center.*

Education, Professional Development, & Affiliations

Army Diploma – Army Medical Department (AMEDD) Army Center and School (AC&S), College Station, TX, 2017

Bachelors of Science in Nursing, Magna Cum Laude – South University, Savannah, GA, 2015

Associates in Nursing – Meramec Community Care College, St. Louis, MO

Affiliations – American Cancer Society | Mid-America Transplant | MS Society | African Orphanage Ministry