

## **YOUR NAME HERE**

### **Permanent Address**

Your Permanent Address,  
Street,  
Postal Code,  
State.

Mobile: XXX-XXX-XX

Email: [your-name@yourdomain.com](mailto:your-name@yourdomain.com)

### **Education**

BSc.(Hons) Biomedical Sciences, University Of Whatnot.

### **Experience**

**Area Business Manager**, Your Current Pharma Company, 2xxx - date.

**Sales Executive (General Practitioner & Private Hospitals Sector)**, e.g. Pfizer Inc, 2xxx – 2xxx.

**Sales Representative (Government Hospitals & Private Hospitals Sector)**, e.g. Roche, 19xx – 2xxx.

### **Competency/Skills Acquired and Achievements**

#### **1. Area Business Manager Competencies:**

- Situational Leadership – leading two team members achieve SL 2 and SL 3 respectively from SL 1.
- Coaching and Mentoring – coach one team member achieved and exceed sales target (slightly above 120%).
- One Minute Manager – effectively setting objectives, praising upon right action taken or achievement, redirecting wrong action or under performance on a daily basis.
- Problem Solving – win back 15% lost customers from 2004 in 2005 which contribute significantly to area achievement.
- Conflict Management – utilizing the skill to settle 3 years dispute with one of the private hospitals and gain RM 20k sales consistently for the past two quarters of 2006.
- Giving and Receiving Feedbacks – maintaining team performance beginning 2006 even though one team member transferred to HQ by taking effective course of action from day to day feedbacks.
- Building High Performance Team – for 2005, the team managed to move from Stage 2 to Stage 3 (integration stage).
- Performance Management Process – prepares team members for any career movement opportunity (one team member already transferred to HQ after thorough evaluation). All of them exceed 5% average pay increase in April 2006.
- Power Presentation – made more than 7 presentations a week to internal and external customers.

- Targeted Selection – on a recent occasion, clearly identified a competent candidate to fill in for the transferred team member, utilizing the skills from this training even though the candidate is the youngest among the other candidates and just recently graduated.

2. **Sales Executive Competencies:**

- Initial Selling Skills – covered 9 core competencies and successfully achieved sales target (100% achievement).
- S.P.I.N Selling – more customers maintain business for their reasons and not our reasons (clearly shown by increased new customers and winning over lost customers) due to effective questioning techniques.
- Negotiation To Yes – able to maintain customer numbers despite 2 price increase in 2003 and 2006.

3. **Sales Representative Competency:**

- Interactive Selling Skills Roche – the Gordon Relationship Model has landed more than the targeted sales for East Coast Area (Pahang, Trengganu, Kelantan) for 2 consecutive years (2001 – 2002).

**Extra Activities**

**Toastmaster International Vistana Club**, waiting to be registered as member.  
Won the best Table Topic Speaker on the second attended meeting.