

Michael Alexander

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SUMMARY

- Management professional with a wealth of experience driving operational excellence and product development in the health care sector
- Ethical, loyal, energetic, "make-it-happen" professional able to accelerate sales growth and positively impact the bottom line through internal and external relationship-building
- Self-motivated and hands-on leader whose greatest attribute is the ability to develop and motivate high performing teams
- Active in several extra circular clubs and charities, including Toastmasters, Oregon Mensa, and Share House
- Possessing a strong analytical skillset: intermediate to advanced abilities in Structured Query Language (SQL) as well as Microsoft Excel, Access, PowerPoint, and Project

PROFESSIONAL EXPERIENCE

REGENCE BLUE CROSS BLUE SHIELD (CAMBIA HEALTH SOLUTIONS) Portland, OR
Large Pacific NW health insurer and part of the largest nation-wide network of Blues licensed plans

Senior Product Manager, Third Party Products (2018 - Present)

- Defined roadmap strategies to integrate third party products into health plan offerings for ASO and Fully Insured groups
- Created a new intake process to better define the product pipeline; this included putting together a cross-functional team of senior decision makers across the organization, defining stage-gates, and putting together a robust end-to-end launch process
- Analyzed and assessed the suitability of selected third-party products, meeting with vendors, and coordinating demos
- Launched several new products by working across the organization with multiple business units (Legal, Sales, Clinical, I.T., Strategic Sourcing, etc.) including:
 - A cutting-edge diabetes management solution, partnering with a start-up vendor out of Chicago. This is unique partnership in the industry, with an unprecedented level of integration with the health plan
 - Multiple solutions with a growing and vibrant Diabetes Prevention vendor out of San Francisco
 - Several behavioral health initiatives, focusing on population health solutions
- Was a cheerleader and advocate for my portfolio, including roadshowing new products and processes and presenting to C-suite executives

CVS HEALTH Woonsocket, RI

A Fortune 7 retail pharmacy and health care company

Business Advisor, Retail Strategic Product Development (2017 - 2018)

- Led a team of analysts focused on the development of new programs and processes that can be integrated into, or expand upon, the current CVS retail pharmacy business model
- Formulated analytical methodologies to analyze pilot results, compile recommendations, and present findings to CVS senior leadership
- Launched several chain-wide blue-chip strategic initiatives, including:
 - Operating as Project Lead in launching multiple revamped Patient Care outreach programs to all 10,000 pharmacies in the company
 - Creating a business case and piloting options for new predictive modelling capabilities, centered on retail patient attrition (in partnership with Boston Consulting Group)
 - Piloting several phases of the Saving Patients Money initiative, which tested novel interventions to aid in customer prescriptions savings
- Created a detailed and comprehensive Store Buy Playbook for the Store Acquisitions team, and presenting strategic recommendations for a revamped acquisition process

STRATUS DENTAL (AUDIGY GROUP) Vancouver, WA

A healthcare consultancy firm, specializing in multi-function advice for independent dental practice owners

Management Consultant (Business Operations) (2015 - 2017)

- Led a team of four functional consultants and managing sixteen dental clients, with a combined total revenue of 90+ million dollars per annum
- Monitored existing dental processes, analyzed their effectiveness, and created strategies to improve productivity and efficiency
- Provided consulting, coordination and delivery of services related to professional development, Human Resources, IT and portal management

SABAT CONSULTING GROUP Dubai, UAE

A multi-national Middle East consulting firm, specializing in the retail and construction industries

Management Consultant (Retail Strategy) (2014 - 2015)

- Oversaw all creative pitch and concept development in a \$75M shopping center project; presented to Arabic and English-speaking clients using attention-grabbing and visionary sales demonstrations
- Identified the specific needs of prospective clients and creating tailored leasing solutions to suit the client's budget whilst maximizing financial results for the company

STAR PHARMACY GROUP Sydney, Australia

A nationwide network of branded pharmacies, with a combined sales revenue of 50 million per year

Senior Director of Business Operations (2007-2014)

- Reporting to the CEO, led a team of 12 direct regional manager reports with operational responsibility for \$25M of gross sales and over 100 employees
- Designed and prepared data extracts, financial analysis, growth forecasts, and KPI reports and presenting these findings directly to the Board of Directors
- Developed and executed store business plans, resulting in an average of 15% sales growth and 18% NPAT growth over a five-year period
- Mentored business managers and building learning agendas; included analyzing results, and integrating findings into the organization for on-going training and development execution refinement

AMCAL PHARMACIES Melbourne, Australia

A large, multinational retail pharmacy chain

Pharmacy Owner (2003-2007)

- Developed and monitored key performance metrics to measure the business and improve operating processes
- Acted as a change agent for the company and ensuring that process improvement was being communicated, understood and supported by the pharmacy team
- Investigated and identified root causes of process performance drivers; correcting and/or developing new processes in order to achieve improved performance

EDUCATION

Master of Business Administration (2013): MACQUARE GRADUATE SCHOOL OF MANAGEMENT

Master of Management (2012): MACQUARIE GRADUATE SCHOOL OF MANAGEMENT

Bachelor of Pharmacy (1999): UNIVERSITY OF QUEENSLAND