

Maxine Ramdass
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Kennesaw, GA 30152
678-983-9372
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Dedicated professional with experience in Customer Service, Pharmaceutical Sales & Administration, Specimen Lab Operations, and Human Resources. Meticulous work habits and respect for safety procedures.

Client Services Representative

Indegene
222 Chastain Meadows Ct,
Kennesaw, GA 30144
May 2017 to present

- Outbound calling to HCPs (Health Care Professionals)
- Document project compliance requirements including adverse events
- Build relationships with gatekeepers and/or HCPs
- Effectively convey key product or program messages to physicians and their office staff
- Work collaboratively with the physician's office and product fulfillment center to deliver samples in a timely manner
- Maintain documentation of the calls using either MS Excel or the CRM in use.
- Represent customer internally and coordinate with MCM operations to implement client systems, complete projects, and address ongoing service needs
- Monitor programs to ensure client satisfaction & follow-up calls to physician offices for fulfillment of services

Specimen Management Lab Associate

Processing and Receiving Departments
Q2 Solutions (Quintiles/Quest JV)
1600 Terrell Mill Rd SE #100
Marietta, GA 30067
May 2015 to Dec 2016

- Responsible and accountable for receiving and storage of up to 10,000+ samples per week in -70 degree freezers, ensuring accurate data is entered in LIMS
- Remand samples with discrepancies into the DCQ; and contact appropriate Project Manager or Client as needed
- Ensure specimen integrity by maintaining specimens at the proper temperature conditions and taking proactive steps to prevent temperature variance
- Review, action, and close any ad-hoc LRMS requests assigned
- Route any samples intended for same day analysis to the lab in a timely manner
- Provide admin support to line management in any tasks applicable to the daily running of the department.
- Perform end-of-day daily sweep for entire department and send nightly report to upper Management.
- Manage inventory maintenance.

Pharmacy Technician

Rite Aid/CVS/Publix Pharmacy

Kennesaw, GA 30152

April 2014 to March 2015

- Complied with all federal & state laws, rules & regulations as well as CVS policies & procedures
- Adhered to CVS workflow to ensure quality assurance standards are maintained at all times
- Maintained prescription prioritization through prescription processing including translation of SIG codes, product selection and counting & measuring drugs
- Performed all register transactions in compliance with CVS policies & procedures

Recruiting Assistant

ENERCON Services, Inc.

500 Townpark Lane

Kennesaw, GA 30144

May 2013 to March 2014

- Scheduling interviews and candidate travel; posting jobs on various job boards; and checking references.
- Schedule interviews coordinating with hiring managers, candidates, and recruiters.
- Coordinate travel arrangements and prepare candidate expense reimbursements.
- Prepare recruiting reports and ensure accurate data in ENERCON's (ATS)
- Maintain recruiting records, resume database, entering and updating requisitions, and candidate status updates.

Education

Currently pursuing BBA Management at Kennesaw State University

Certificate in Pharmacy Technician – Kennesaw State University

(Licensed as a Certified Pharmacy Technician from the PTCB)

BSc (Hons) Information Systems & Management (University Of London)

References

References are available upon request.