Janna Carlos

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CNPR

Sales & Business Development Professional

*Results-driven and accomplished professional with hands-on experience leading pharmaceutical sales, account management, and business development operations within high-pressure environments. Exhibit natural leadership skills with a unique talent for transitioning strategy into action and achievement. Adept at streamlining operations and processes, conducting market research, and identifying new business opportunities for maximum growth and profit. Instrumental in recognizing, analyzing, and resolving complex issues for a seamless workflow. Skilled communicator; able to maintain cultural sensitivity, establish rapport with members of diverse groups, and promote team cohesiveness. Creative, resourceful, and flexible individual, ability to adapt to changing priorities and maintain a positive attitude and strong work ethic 10 years of experience in using Microsoft Office Suite.*

— Areas of Expertise —

Pharmaceutical Skin Care Sales | Strategic Planning & Analysis | Account Management & Growth | Problem Resolution

New Business Development | Revenue & Profit Maximization | Continuous Process Improvement | Relationship Building

Team Building & Leadership | Staff Training Programs | Maximum Client Satisfaction | Market Research & Analysis

— Career Accomplishments —

Led the territory operations and opened 22 accounts, generating $19K in new revenue in one year.

Commended for #1 territory performance in 2016-17 at 3% over goal.

Achieved #1 sales quota in aesthetic device tool performance for 2015 and 2016.

#1 sales growth for consecutive 3 years at +22% sales in 2011, +12% sales in 2012, and +19% sales in 2013.

#1 territory over sales quota +16% in 2008.

Attained the sales status of over $1M for four stores from 1989 to 1992.

Professional Experience

NuFACE Southwest Territory AZ, NV, NM

**Account Manager** 2017 – Present

Identify and capitalize on new business development opportunities for the company in Arizona, Nevada, and New Mexico. Open and lead new points of distribution, including accounts for medical, dermatology, and plastic surgery offices as well as resort SPAS. Work on a quarterly sales route to generate new revenue streams. Train employees on product efficacy and benefits. Lead the launch of new products and oversee the needs of the practices and accounts.

*Key Accomplishments:*

* #1 sales achievement over quota for new product launch West in 2018 (NuBODY).
* #1 sales achievement over quota for new product launch West in 2019 (FIX).
* Moved nine practices from B to A ranking in one year.

L'Oréal USA - Clarisonic Southwest Territory AZ, NV, NM, UT, CO

**Sales & Training Executive PRO division** 2016 – 2017

Supervised operations and business opportunities within the territory of six states with 122 medical and professional points of distribution while continuously exceeding monthly sales quotas for Clarisonic. Headed, trained, and motivated 16 selling specialists, ensuring the realization of set objectives. Coordinated with the office managers and accounts to support training and sales revenue for the account. Daily responsibilities included: Strategically using a route guide to prospect for new business, visiting existing practices for training and support. Recording daily sales activity and account leads into SalesForce

*Key Accomplishment:*

* #1 territory performance +3% over the quota.

L'Oréal USA - Clarisonic Southwest territory AZ, NV, NM, UT, CO

**Sales & Training Executive Retail** 2015 – 2016

Recognized sales opportunities for the company in the retail channel of four Western states, including Nordstrom, ULTA, and Sephora. Attended dermatology conventions and aesthetic trade shows as a vendor. Managed accounts and offered trainings for productive results. Planned and executed attractive sales events to promote company products. Motivated employees by delivering support and offering sales incentives.

*Key Accomplishments:*

* #1 sales achievement for aesthetic device sales over quota 2015 and 2016.
* Promoted to PRO channel within a year.

Valeant Pharmaceuticals Southwest Territory AZ, NV, NM, UT, CO

**Sales Account Executive** 2010 – 2014

Led the functions of 100-120-day spas across Arizona, Nevada, and New Mexico for Kinerase Skincare. Educated staff and clients about product features and benefits. Opened and retained new points of distribution to increase business. Developed an effective territory route that enabled and simplified the service of territory based on opportunities for sales revenue.

*Key Accomplishments:*

* Achieved and sustained #1 rank for retail sales vs. competitors in 2012.
* Setup an improved retail space and location for easy and maximum reach.

P&G DDF Skin Care Southwest Territory

**Sales & Training Executive** 2007 – 2009

Directed a territory of four states, managing 112 points of distribution for DDF Skincare. Consistently met and surpassed all sales goals for the company. Formed a daily territory route using an ABC ranking, allowing to service each account based on the needs for training, sales support, and events.

*Key Accomplishments:*

* Developed and executed strategies and sales campaigns, resulting in higher sales and profits.
* #1 sales for territory at +19% over sales quota.

Estée Lauder Prescriptives Southwest Territory

**Training Coordinator** 1986 – 2006

Managed a sales staff of 150 beauty advisors in over 8 accounts across the southwest. Offered scheduled an unscheduled training, sales events, sales incentives, new product launches Established three new custom blending doors in the Phoenix Market. Involved in regional events, trade shows, and continuing education classes. Hired, trained, and motivated a team of 150 employees.

*Key Accomplishments:*

* Earned a series of promotions from special events coordinator to account coordinator and training coordinator.
* Awarded #1 increase over quota in the cosmetics division in 1999.
* Established four stores and moved them into million-dollar ranking.

Education and Credentials

**Bachelor of Science, Business Administration**, Arizona State University, Tempe, Arizona

National Association of Pharmaceutical Representatives Graduate | Certified National Pharmaceutical Representative | CNPR Certification # I (Number)

**Professional Development:** Completed pharmacology training through NAPSRx CNPR# I (Number)

Estée Lauder Leadership Development, Vassar College (by executive invite-only) | Team Building Workshop (Estée Lauder) | Account Development and Retention (Valeant) | Adult Learning Concepts (L’Oréal) | Dale Carnegie Public Speaking + Executive Training Workshops+ Sales Negotiation