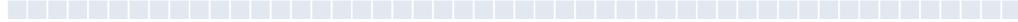


MICHAEL CHEN

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PROFESSIONAL SUMMARY

Dynamic pharmaceutical sales representative with 5 years of experience building physician relationships and exceeding sales targets in oncology specialty market. Seeking to leverage relationship management expertise and clinical knowledge to transition into hospice business development. Passionate about improving patient outcomes and supporting families through difficult healthcare decisions.



PROFESSIONAL EXPERIENCE

Senior Territory Manager - Oncology Division | PharmaCorp Solutions | Boston, MA

January 2020 - Present

- Manage \$4.2M territory covering 85 oncology practices, hospitals, and infusion centers across Massachusetts
- Consistently exceed sales quota (115-130% of target for 4 consecutive years)
- Build and maintain relationships with 120+ oncologists, nurses, and office managers
- Conduct educational presentations to healthcare providers on treatment protocols and clinical data
- Collaborate with medical science liaisons on complex clinical cases
- Utilize Veeva CRM to track all customer interactions and territory analytics
- Travel 60% of time conducting face-to-face physician visits and hospital rounds
- Achieved President's Club (Top 10% nationwide) in 2022 and 2023

Key Accomplishments:

- Grew territory from \$2.8M to \$4.2M (50% increase) over 4 years
- Established preferred vendor status at 3 major hospital systems
- Developed innovative lunch-and-learn format that increased physician engagement by 40%
- Mentored 3 junior sales representatives

Pharmaceutical Sales Representative | MedPro Pharmaceuticals | Hartford, CT

June 2018 - December 2019

- Launched new product in primary care territory (150+ physicians)
- Achieved 108% of sales goal in first full year
- Built referral network from ground zero

- Conducted product in-services for medical office staff
- Managed all administrative aspects of territory including budgets and expense reports

EDUCATION

Bachelor of Science in Biology

Boston College, Chestnut Hill, MA | Graduated: May 2018

Minor: Business Administration

GPA: 3.4/4.0

CERTIFICATIONS & TRAINING

- Oncology Certified Sales Professional (OCSP)
- HIPAA & Compliance Training (Annual)
- Advanced Pharmaceutical Sales Training - PharmaCorp University
- Certified in Clinical Research Basics
- End-of-Life Care Fundamentals - Online Certification (2024)
- Veeva CRM Advanced User

SKILLS

Technical Skills:

- CRM Platforms: Veeva, Salesforce (Basic)
- Data Analysis: Excel (Pivot Tables, VLOOKUP), Tableau
- Microsoft Office Suite (Expert level PowerPoint)
- Territory Mapping & Analytics
- Medical Literature Review
- Digital Marketing (LinkedIn Sales Navigator)

Core Competencies:

- Relationship Building & Consultative Selling
- Clinical Knowledge (Oncology Focus)
- Physician Detailing & Education
- Territory & Account Management
- Objection Handling
- Cross-functional Collaboration

- Budget Management (\$50K annual expense budget)
- Presentation & Public Speaking
- Strategic Planning & Forecasting
- Compliance & Regulatory Knowledge

Clinical Understanding:

- Strong knowledge of cancer treatment modalities
- Familiar with end-of-life oncology care
- Understanding of palliative care principles
- Experience discussing sensitive topics with healthcare providers

PROFESSIONAL AFFILIATIONS

- Massachusetts Pharmaceutical Society - Member
- Association of Oncology Sales Professionals - Active Member
- Boston Healthcare Professionals Network - Member

VOLUNTEER EXPERIENCE

- Volunteer, Dana-Farber Cancer Institute Patient Support Program (2020-Present)
- Participant, American Cancer Society Relay for Life Team Captain (2019-2024)
- Pro-bono marketing consultant for local nonprofit hospice (2024)

AWARDS & RECOGNITION

- President's Club Award (Top 10% nationally) - 2022, 2023
- Regional Sales Excellence Award - 2021
- New Product Launch Champion - 2019

ADDITIONAL INFORMATION

- Comfortable discussing end-of-life care topics through volunteer hospice experience
- Available for 50% travel
- Valid MA driver's license with clean driving record
- Willing to relocate for right opportunity



REFERENCES

Available upon request