

Jeffrey Alan Korby

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Objective

Goal-oriented manager with distinguished experience in Durable Medical Equipment industries and proven leadership abilities. Expert in increasing productivity and customer satisfaction while driving revenue and sales. Committed to streamlining procedures while optimizing employee talent. Now certified full-stack web developer seeking a position applying my diverse skill set.

Education

B.A. INTERDISCIPLINARY STUDIES – LAW AND SOCIETY | 2009 | MICHIGAN STATE UNIVERSITY

FULL-STACK WEB DEVELOPMENT CERTIFICATE | 2021 | MSU CODING BOOTCAMP

Skills & Abilities

MANAGEMENT

- Oversaw three departments; Intake, Inside Sales and Sales Support Group.

LEADERSHIP

- Team Captain for ADA Step Out Walk for Diabetes. Recruited team members and organized a team for Solara. Collected donations for the American Diabetes Association.
- Volunteered at ADA Camp Midicha as Medical Staff counselor. In charge of a cabin of children between ages 8-17 years old. Staffed various camp activities and provided treatment to campers. Calculated and dosed insulin to campers during mealtime.

Experience

DIRECTOR OF INSIDE SALES | SOLARA MEDICAL SUPPLIES | 04/2017 – 09/2019

- Created the Sales Support Group to assist the Outside Sales team.
 - Decreased cycle time of OSR files immediately
 - Allowed OSR team to have a designated team to assist with escalations and questions concerning their accounts
 - Support of the team allows OSRs to increase referral volume and obtain new business
- KPI reporting on ISR sales numbers and referrals for board of directors.
- Maintained manufacturer scorecards
- Created reporting for VPs to obtain referral and sales data
- Assisted Inside Sales Teams to help process orders
- Worked with other departments to coordinate workflows and align goals
- Assisted with ordering and drop-shipments
- Work with manufacturers to maintain relationships and obtain new business.
- Monitored changes in insurance policies to determine compliance standards remained current. Worked with various departments including billing, finance, and documentation compliance.
- Created and maintained workflows for various departmental functions.

- Assisted with monthly, quarterly, and year-end inventory.
- Developed deep knowledge of customer businesses and relationship to company objectives.
- Organized company files and created support system to decrease workload and increase productivity of account managers.
- Motivated team members to meet and exceed sales targets.
- Set and exceeded inside sales goals.

INSIDE SALES MANAGER | SOLARA MEDICAL SUPPLIES | 11/2015 – 04/2017

- Ensured that the Inside Sales team members are following protocol.
- Assisted with orders and escalations to ensure that orders were processed timely.
- Maintained relationships with outside sales force and manufacturer representatives.
- Met with manufacturer representatives for pipeline reviews to assist with communication and processing referrals.
- Decreased cycle time of select files in associated territories.
- Conducted selling efforts and managed 10 sales specialists.
- Ensured sales pipeline remained full of potential leads and prospects.
- Set and exceeded inside sales goals.
- Developed accurate sales forecasts by analyzing sales feedback and wrote reports for senior leadership.
- Coordinated department activities and projects to meet project timelines.

INSIDE SALES REPRESENTATIVE – MI BRANCH | SOLARA MEDICAL SUPPLIES | 03/2011 – 11/2015

- Processed orders for customers from Intake through shipping.
- Entered patients in system, verified patient insurance, quoted insurance benefits, collected documentation, requested authorizations, obtained payments.
- Worked with manufacturer partners, territory managers and HCP offices to provide product to the customer.
- Maintained pipeline continuously led team with sales.
- Created and updated customer accounts with relevant information.
- Emphasized product features based on analysis of customers' needs.
- Prioritized daily workflows, including all inbound calls, quotes and sales-related inquiries.
- Set up new accounts, established customer credit, and set up payment methods.
- Always maintained friendly and professional customer interactions.
- Maintained up-to-date knowledge of all available products.

TERRITORY MANAGER – GREATER CHICAGO AREA | SOLARA MEDICAL SUPPLIES | 08/2009 – 03/2011

- Maintained an existing territory consisting of Home Health Agencies and HCPs who see people with diabetes.
- Developed new business by cold calling on Endocrinologist and Diabetes Educator offices.
- Provided in-services for accounts on products and services we provide.
- Performed in-home training to customers on the various glucose monitoring products available.
- Managed territory customers in efficient and successful manner.
- Documented time spent on calls along with the results as well as submitted reports.