**Lisa S. Faucett, M.B.A., C.P.C.U.**

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Seeking opportunity to serve patients abroad as part of a Medical Mission Team that utilizes my extensive background in volunteer service, leadership and team building.

***Core Competencies***

**Sales and Strategic Thinking**

*Sanofi Pharmaceuticals US, 2004-Present*

* Current Rank 15/73
* 3 Time Product Weekly Sales Winner 2013
* Champion of Sales 2005, 2009- Top 5% of sales professionals
* HORIZON award winner 2004- Outstanding new hire demonstrating accelerated sales results
* #1 Sales Professional Q1 and Q2 2012
* Consistent 100% product attainment 20 of 24 quarters

**Leadership**

*Sanofi Pharmaceuticals US, 2004-Present*

* Offices Based Sales Professional leading and collaborating across teams from North Dallas, to Southern Oklahoma resulting in multiple award winners (6)
* Certified Field Trainer

*Progressive Insurance Company, 1993-2004*

* Claim Manager, responsible for $3.5 million in reserves, 1200 claims, and 12 direct reports
* Recruited and contracted Defense Team for El Paso, Eagle, Jefferson, Denver Counties
* Negotiated and closed Fee Agreements and Structured Settlements to Defense Counsel
* Staffed at 60% sales growth rate (company moved from #8 industry market share to #2)
* Successfully steered Performance Management with positive results (3)
* Mentored 7 employees to promotions in 2 years
* #1 Manager in 2003, 2004 Employee Opinion surveys

*State Farm Insurance Company, 1987 to 2003*

* Regional Trainer: Designed, implemented and evaluated Customer Empathy Training program to 1500+ employees and 200 Managers across Colorado, Wyoming and Utah
* National Catastrophe Team: Loma Prieta/San Francisco Earthquake, Hurricane Andrew, Tornado in Central Iowa, Hail Storms in Hurst, TX; Arlington, TX; Ord, NE; Denver, CO; Flooding in Stephenville/Weatherford, TX with average 10/day closed
* Region wide subrogation leader: $300,000 subrogation recovery
* Claim Specialist for multi lines: Litigation, Commercial, Residential and Automobile Insurance

*Girl Scouts of North East Texas*

* Silver Rose Award for Leadership 2011
* Green Angel Award for Leadership 2010
* Outstanding Leader Award for Leadership 2009

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**Collaboration and Teaming**

*Sanofi Pharmaceuticals US*

* Launched 5 new compounds resulting in 2 Sales Champion and 2 Regional awards through collaboration across boundaries
* Initiated and shared Regional level program to collaborate with CVS pharmacy to deliver Sales Presentations at their Regional Training Programs
* Partnered with Solis Diagnostic and Sanofi Pharm D to meet Solis educational needs through CME presentation
* Implemented Diabetes Programs at Garland Employee Clinics delivering 3 programs focused at Spanish Speaking employees, Office Based Employees and Field Employees
* Partnered with Presbyterian Hospital in Kaufman, TX to expand Diabetes Champion program to the Presbyterian Diabetes Support Group
* Collaborated with Hospital Residency programs at Baylor Garland, Presbyterian Dallas and
* UT South Western for Sales Presentations, Speaker Program and In office presentations
* Set up Diabetes Education programs at offices in Terrell, TX; Mesquite, TX and Garland, TX by teaming with internal Certified Diabetes Educator

**Process Management**

***Sanofi Pharmaceuticals US***

* Saved $300,000 by identifying breach of contract issue in mail order process
* Implemented Region Level partnership with CVS Pharmacy Training Department
* Established CME program with Solis Diagnostic utilizing in house resources
* Reached Spanish Speaking Diabetic patients by establishing A1C program through Garland City Employees Clinic

***Progressive Insurance Company***

* Responsibility for 3 teams (Litigation, Casualty and PIP) including 2 supervisors across functional areas for San Antonio and Corpus Christi, Texas
* Improved average paid claims while reducing standing inventories in the casualty and litigation group by 20%
* Identified Strategic Solutions that Cut Combined Ratio including a Litigation Settlement Day with local Trial Attorney partnerships resulting in 64% closing rate (175 claims); and +30% reduction in average paid claim ($4500 to 3100 per claim)
* Implemented motivational initiatives which accelerated sales and closings: Fish! Program and Philosophy; Closing nights; Floor strategies which included massage therapy

***State Farm Insurance***

* Developed, designed, implemented and evaluated Customer Empathy Training program to 1500+ employees and 200 Managers across Colorado, Wyoming and Utah
* Improved Call Center response rates by implement Customer Service Training Program

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***Education***

*B.S. Business Administration, University of Nebraska, Lincoln 1987*

***MBA Management, University of Colorado 1997***

***Experience***

**SANOFI Pharmaceuticals**

* January 2010 to Present: Sr. Sales Professional, East Texas, Sanofi Pharmaceuticals, Diabetes Group

Sales of Solostar Pen Device; Insulin Glargine (Lantus); Insulin Glulisine (Apidra)

* January 2009 to January 2010: Office Based Specialist, North Texas, Sanofi-Aventis Pharmaceuticals

Sales of Risedronate (Actonel); Controlled Release Zolpidem (Ambien CR); Aqueous Triamcinolone (Nasacort AQ); Levocetirizine (Xyzal)

* July 2005 to December 2008: Sales Professional, North Dallas, Sanofi-Aventis Pharmaceuticals

Sales of Controlled Release Zolpidem (Ambien CR), Fexofendadine/Pseudoephedrine (Allegra D); Irbesartin (Avapro); and Clopidogrel (Plavix)

* Dec 2003 to June 2005: Sales Professional, San Antonio North, Sanofi-Aventis Pharmaceuticals

**PROGRESSIVE Insurance**

* Sept 2003 to Dec 2003: Large Loss Field Litigation Specialist, Progressive Insurance Company
* Jan 2001 to September 2003: Branch Manager, South Texas, Progressive Insurance Company
* 1999 to December 2000: Casualty/Legal Specialist, Progressive Insurance Company, Colorado Springs

**STATE FARM Insurance**

* 1997 to 1999 Regional Customer Empathy Trainer, State Farm Insurance Company, Greeley, CO
* 1988 to 1997 Claim Trainee to Claims Specialist, State Farm Fire and Casualty Company

Sioux City, Iowa; Des Moines, Iowa; Colorado Springs, CO and State Farm Auto Insurance Co

* May 1987 to Jan 1988: Personal Lines Underwriter, State Farm Fire and Casualty, Lincoln, Nebraska

***Volunteer and External Interests***

-GS NETX Service Unit Team: 3 time President Club Winner

-GS Leader, 9 years:

* Established GSTroops in San Antonio, TX and Lucas/Allen, TX
* Trained 7 Adults into Leadership roles
* Led 14 girls to Bronze Awards, 11 girls to Silver Awards, 10 girls to Sisterhood Projects
* Led 5 girls to Marion Medals
* Led girls to National and International trips in New York state and Costa Rica

-Boy Scouts Circle Ten Council, Troop 358 volunteer

-AKC Hunt Tests

-Trinity Valley Viszla Club

-St. Jude Catholic Church:

* Religious Education Instructor
* CHRP Committee