

MEDICAL EQUIPMENT DELIVERY PROFESSIONAL

Customer-oriented, Medicare-savvy patient services professional with extensive experience supporting nursing homes, hospitals, clinics, and home health organizations. Well-versed in developing and implementing outstanding customer service programs while identifying and leveraging new revenue opportunities. Highly effective at establishing and maintaining solid customer relationships by educating patients on the safe use of medical equipment. Core competencies include:

Medical Equipment Sales	Territory Management	Customer Education/Training	Budget Development
Customer Relations	Quality Control	Budget/P&L Management	Vendor Relations
Inventory Management	Cost Reduction Strategies	Regulatory Compliance	Business Development

DELIVERED RESULTS

- Ranked superior in achieving and exceeding delivery metrics **by improving documented customer satisfaction scores and reducing customer wait times.**
 - Conceptualized and executed delivery route, **significantly improving route efficiency and generating substantial annual cost savings.**
 - Introduced critical processes to eliminate inventory waste in field, **consistently achieving 99% accuracy.**
 - Successfully achieved regulatory compliance requirements and reduced operational inefficiencies, **resulting in "best-in-class" audit scores.**
 - Eliminated employee turnover and drastically improved overall productivity by identifying and launching innovative employee training programs and initiatives.
 - Chosen to attend national service conference due to outstanding work performance—**one of five supervisors selected nationwide.**
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EMPLOYMENT HISTORY

ABC USA, INC.

2007 – 2011

SUPERVISOR & SERVICE CONSULTANT, City, State

Performed full range of medical equipment delivery services, including diagnostics, installation, removal, and repairs to assigned customer locations, effectively executing all territory management functions and exceeding projected productivity levels. Interacted and consulted with customers to determine equipment and service needs and advised sales team of potential leads to maximize sales opportunities. Identified and addressed customer priorities while meeting cost, productivity, and quality goals. Managed territory, inventory, and customer relationships providing second-level technical support as needed. Liaised with internal departments to assist with planning, training, product best practices, and problem resolution. Supervised staff of three.

- Awarded *Supervisor of the Quarter* for Midwest region—**selected from 50 supervisors' companywide.**
- Built strong and sustainable professional relationships due to superior written capabilities. Honored with numerous peer accolades, acknowledging efforts resulting in decreased research time and improved efficiency.

ANONYMOUS COMPANY

1989 – 2006

MANAGER, Anywhere, USA

Created, managed, and implemented strategic and tactical plans for truck store operations. Strategically designed, built, and implemented various marketing, retail, and other operational initiatives to improve overall customer and employee experience. Established and cultivated professional working relationships with senior management, associates, and vendors to instill and cultivate a philosophy of customer service. Oversaw team of 13 to 17 employees.

- Recruited by owners to expand poorly performing location from small convenience store into large mega location.
 - Achieved sales targets and established team accountability by creating and coordinating new training programs to improve staff performance and productivity. Radically reduced employee turnover and **grew sales from \$4.5M to \$10M during tenure.**
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EDUCATION / TRAINING / CERTIFICATIONS**Bachelor of Science in Business Administration**, SCHOOL OF HARK KNOCKS, Anywhere, USA