

MATALADO MUSTANG

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OBJECTIVE To obtain a Pharmaceutical Sales position with Health Pharmaceuticals Inc. where I can apply my sales background and health and pharmaceutical knowledge

SUMMARY OF QUALIFICATIONS

- 5 years sales & customer service experience
- Self-motivated
- Skilled problem-solver
- Pharmaceutical product awareness
- Excels in fast-paced environment
- Attentive to detail
- Innovative team player
- Energetic and outgoing
- Honest, reliable and productive

EDUCATION

Bachelor of Science, Honors Specialization in Biology June 2XXX
The University of Western Ontario (Western), London, ON

- Related Courses: Pharmacology and Therapeutics, Human Biochemistry, and Marketing
- Received an entrance scholarship for academic achievement – graduating GPA over 80%

RELEVANT SKILLS & EXPERIENCE

SALES & COMMUNICATION

- Utilized pharmaceutical knowledge to provide support to clientele in a busy retail environment
- Delivered excellent customer service, addressing customers' needs promptly and efficiently
- Settled customer disputes and dealt with customer emergencies in a professional manner, expanding the customer base and winning returning customers
- Promoted to central customer service department after 3 months of exceeding quotas as Sales Associate
- Demonstrated health awareness products to customers, increasing sales of new products and customer satisfaction

LEADERSHIP & TEAM WORK

- Trained new employees and provided support to senior employee when technical changes introduced
- Worked on a team to evaluate current training practices and deliver improved training to new employees
- Participated on university intramural hockey team, successfully competing in the championships 3 concurrent years
Organized campus-wide fundraiser for Thames Valley Conservation Authority generating \$1200 and raising student awareness of environmental issues

ORGANIZATION

- Organized and directed group activities for over 100 student members of the Environmental Science Association, increasing membership by 20% over previous year
- Introduced strategy to manage staff schedules, providing more flexibility and increasing staff satisfaction
- Managed administrative duties including ordering, filling, record keeping, and reporting

EMPLOYMENT HISTORY

Customer Service Associate, Sears Canada, London, ON 2XXX - present
Sales Associate, Sears Canada, London, ON 2XXX
Sales Associate, IDA Pharmacy, Midland, ON summers 2XXX - 2XXX

VOLUNTEER EXPERIENCE

VP Social, Environmental Science Association, Western, London, ON 2XXX – 2XXX
Team member, Intramural Hockey, Western, London, ON 2XXX – 2XXX