

## **EMPLOYMENT EXPERIENCE**

### **C & C Pharmacy**

***Owner/PIC***

**October 2008 to present**

C&C Pharmacy is a “net” new independent full service retail pharmacy located in Lexington, KY. I started working on opening the pharmacy in October 2008 and achieved the target open date of February 9, 2009.

- Full service pharmacy – regular prescription meds, compounding, delivery, drive-thru
- All major prescription plans accepted

Since opening on February 9<sup>th</sup>, we have had steady growth week after week from a prescription count and total revenue perspective.

### **Omnicare, Inc**

***Regional Vice President of Operations***

**March, 2007 to September, 2008**

Omnicare is the nations leading Long Term Care Pharmacy provider. I am responsible for the state of California with a total of 15 locations and annual revenue near \$500 million. My primary functions include ensuring customer satisfaction, and growing top line sales while controlling costs of doing business including but not limited to payroll, courier and inventory. Also, to direct personnel in developing, implementing, monitoring, and managing all activities and programs that will maximize operating results for the region. This must be done while adhering to company policies, procedures, and programs that maximize bed growth, profitability, and the overall customer experience. Frequent independent judgments are essential.

- Coach, develop and monitor Area Directors in the planning, development, execution, and monitoring of business plans and objectives to achieve bed growth, margin, profitability, and the overall customer experience; monitor performance and determine appropriate actions based on results.
- Provide leadership and development for associates by communicating career opportunities and providing regular performance feedback.
- Develop Area and Region succession plans for all management positions.
- Conduct annual performance appraisals of Area Directors and provide performance input for General Managers.
- Ensure customer in-service programs are properly implemented in order to guarantee a differentiating level of customer service to drive customer satisfaction and loyalty.
- Meet live as well as via phone with customers at all levels from Director of Nursing to CEO in order to address any service issues or concerns.
- Oversee all Human Resource and Sales Representative activity within the region.
- Financially accountable for all aspects of the Income Statement and Balance Sheet for all sites and the region as a whole; includes revenue, bed growth, margin, labor, expenses, and all other components in the units to ensure all operating income goals are achieved.
- Within 6 months of my arrival into the region, I have reduced payroll and courier costs by as much as 3.5% while maintaining the same level of revenue. This along with renegotiating contracts to increase profit margin will bring an increase in Operating Profit of approximately \$8 million annually.
- Oversee the recruiting and hiring efforts for pharmacy management and associate positions within the region.
- Responsible for all acquisition activity within region. Successfully acquired a \$43 million business into the region with 3 weeks notice.
- Analyze each site regularly for consolidation opportunities.
- Advise Senior Vice President and Chief Operating Officer of situations with exceptional circumstances.

## Rite Aid Pharmacy

### ***Regional Vice President, Pharmacy Operations***

**January, 2006 to March, 2007**

Oversee total pharmacy operations of 203 locations. Region consists of 8 districts covering 5 states.

- Direct Pharmacy District Managers in the planning, development, execution, and monitoring of district business plans and objectives to achieve sales, script growth, margin, profitability, and the overall customer experience; monitor performance reports and determine appropriate actions based on results.
- Provide leadership and development for associates by communicating career opportunities, providing regular performance feedback and scheduling any and all required training; develop district and region succession plans for all pharmacy management positions; Conduct annual performance appraisals of Pharmacy District Managers and provide performance input for Pharmacy Managers and Pharmacists.
- Ensure customer service programs are properly implemented and adhered to in order to guarantee a differentiating level of customer service to drive customer satisfaction and loyalty and oversee resolution of customer service issues.
- Responsible for direct retail budgets and all components of the pharmacy P&L; includes sales, script growth, margin, labor, expenses, and all other P&L components in the pharmacy to ensure all operating income and EBITDA are achieved; prepare reports for corporate personnel as requested.
- Conduct store visits to ensure all operating standards are adhered to and shrink results are obtained.
- Drive training and development of pharmacy management and ensure the proper associates are promoted and placed in positions for long term career development; direct the recruiting and hiring efforts for pharmacy management and associate positions within the region.
- Execute all corporate marketing, merchandising, and operating programs to drive sales, script growth, and profitability in each district.
- Responsible for knowledge and application of business policies and procedures; advise Senior Vice President of pharmacy and store operations of situations with exceptional circumstances.
- Protect market share from competitive openings; monitor the competition's sites and sales programs.
- Serve as a liaison for pharmacy management and Pharmacy District Managers with corporate office for the proper direction on company objectives and programs.
- Support the Store Development department with regard to the determination of new store sites, lease issues, store closings, and store consolidations; direct the activities associated with pharmacy resets, remodels, relocations, and acquisitions.
- Develop and maintain relationships with professional, civic, and governmental organizations; attend meetings with governmental agencies as required to resolve various issues.

The following is a representation of my financial impact to the region since taking position in January of 2006.

|              | vs Plan FY 06' | vs Last Year FY 06' | vs Plan current | vs Last Year current |
|--------------|----------------|---------------------|-----------------|----------------------|
| Sales        | -5.92%         | -3.26%              | +7.23%          | +10.29%              |
| Script Count | -3.21%         | -3.60%              | +5.66%          | +11.75%              |
| Payroll      | +10.28%        | +5.73%              | +2.55%          | -3.14%               |
| EBITDA       | -13.16%        | -5.57%              | +7.25%          | +20.55%              |

### ***Pharmacy District Manager***

**January, 2005 to January, 2006**

Oversee total pharmacy operations of 26 locations. Areas of responsibility include operational, financial, human resource and professional measures.

- Drastically improved training and corporate program compliance as well as overall district morale and desire to succeed.
- Evaluated and transferred multiple Rx Managers to improve morale and bolster results in CSI Scores, Script Count, Sales and Payroll.
- Achieved a 6.58% increase in script count vs. Plan and 9.8% increase vs. LY.
- Decreased Ancillary Payroll by 14% vs. Plan and 21% vs. LY.
- Decreased RPh Agency charges by over \$586,000 (40%) YTD vs. LY.
- Total district inventory is \$500,000 under Plan and \$400,000 under LY.
- Evaluate NexGen system knowledge and Workflow compliance and retrain where necessary.

- Responsible for the recruitment, hiring, training and development of new pharmacists.
- Oversee the implementation of all new corporate programs involving the pharmacy department as well as provide follow up visits to ensure compliance.
- Successfully integrated 1 file buy into existing locations to boost script count and sales.
- Responsible for all pharmacy Regulatory and Professional Practices.
- Provide Customer follow-up for all complaints directly related to pharmacy.

## **CVS/pharmacy**

### ***Pharmacy District Manager***

**February, 2002 to October, 2004**

Oversee total pharmacy operations of 20 locations. Areas of responsibility include operational, financial, human resource and professional measures.

- Responsible for the recruitment, hiring, training and development of pharmacists.
- Oversaw the implementation of all new corporate programs involving the pharmacy department as well as provide follow up visits to ensure compliance.
- Supervised Technician Trainer who is responsible for training all other support staff personnel.
- Chosen to be 1 of 7 Supervisors chain wide directly involved with the “Pharmacy Service Initiative” Pilot program to better service and retain existing customers as well as promote new growth.
- Successfully integrated 2 separate file buys into existing locations to boost script count and sales.
- Oversaw Pharmacy Sales of approximately \$75 million dollars and total Pharmacy Payroll of more than \$6 million dollars annually.
- Maintained a total pharmacy payroll savings of over \$40,000 compared to budget in 2002.
- Saved over \$220,000 to budget for total pharmacy payroll while beating scripts to budget by over 45,000 for 2003.
- Responsible for all pharmacy Regulatory and Professional Practices.
- Provide Customer follow-up for all complaints directly related to pharmacy.
- Oversee and financially accountable for all pharmacy inventories / acquisitions / relocations.

## **CVS/ProCare Pharmacy**

### ***Market Manager***

**October, 2000 to January, 2002**

Oversee total pharmacy operations of 6 specialty pharmacy locations covering 2 states. Areas of responsibility include operational, financial, human resource and professional measures. Directly involved in new market development, store integration and creative pharmacy practice concepts to promote and support specialty pharmacy model.

- Was responsible for the recruitment, hiring, training and development of pharmacists and other support staff personnel for CVS/ProCare specialty apothecaries.
- Improved quality of care for patients with complex prescription therapies by coordinating relationships between local apothecary locations and “mail service” facilities.
- Provided support and development of key operational strategies/initiatives to accommodate existing and new business growth.
- Directly involved with the strategic marketing initiatives to establish CVS/ProCare as the specialty pharmacy of choice.
- Converted local apothecary location into the “mail service” location for the entire state of Texas.
- Attained 110%+ of sales goals with an annual run rate of over \$30 million.
- Maintained a 1.4% over budget cost for “Management Controlled Expenses” and a 1.6% over budget cost for “Payroll” while attaining over 10% above sales goal.
- Integrated a \$15 million Stadlander business into existing locations within 4 weeks.
- Integrated a \$3 million acquisition into existing locations in under 2 weeks.
- Developed and fostered relationships with key referral sources, including unique patient programs, for the purpose of improving overall patient care.

### ***Integration Specialist***

**June, 1999 to September, 2000**

Coordinated pharmacy and front store operational aspects from construction to Third Party for the opening of new as well as acquired stores. Was instrumental in developing new company policies and procedures to accommodate specialty pharmacy business model.

- Coordinated all aspects involved in the opening of 4 new stores and 16 acquisitions.
- Developed working relationships with multiple departments within corporate office.
- Evaluated and adjusted newly acquired store staff's workflow and schedule, post store opening.
- Proactively identified and resolved all store issues from third party to construction.
- Developed Operation Specialists and store pharmacists in preparation for advancement.
- Played an integral role in the development of policies and procedures for "major medical billing", "Medicare billing", and "prescription delivery".
- Solely developed "expired prescription returns policy and procedures".
- Developed training plans specific to each acquisition and new store opening in order to orient staff to new business model as well as policies and procedures.

### **CVS/pharmacy**

**August, 1995 to May, 1999**

Held a variety of positions resulting from promotions, appointments and new opportunities as a result of hard work and dedication.

#### ***HRD (Human Resource Development) Generalist***

- Developed and implemented training programs for pharmacy related company initiatives.
- Projects included: CBT for Rx2000, Technician Training Program, EPIC, Senior Savings Pass, CAO CD-ROM.
- Represented the CVS Training Department at the Retail Chain Pharmacy Class of 1999.

#### ***Material Developer/Trainer -- Arbor Drugs Acquisition***

- Developed/coordinated training material specific to Arbor Acquisition.
- Conducted Train-the-Trainer sessions to prepare on-site trainers for conversion support.

#### ***Classroom/On-Site Trainer -- Revco Drugs Acquisition***

- Conducted in depth classroom training on CVS pharmacy policy and procedures.
- Assisted District Managers and Pharmacy Supervisors in trouble shooting pharmacy staff issues.
- Conducted in store training for pharmacists and technicians on new computer system.
- Introduced pharmacy staff to CVS' policy and procedures.
- Handled delicate emotional issues for pharmacy staff members due to acquisition.

#### ***Pharmacy Manager***

- Significantly decreased inventory on hand in order to obtain maximum turnover.
- Reduced purchasing from outside vendor by 15 percent in an effort to maximize profit margin.
- Conducted interviews and reviews for all supportive pharmacy personnel.
- Seized opportunities to develop staff in order to play larger role in success of pharmacy.
- Performed all duties of a staff pharmacist.

#### ***Staff Pharmacist***

- Performed prescription entry to include Drug Utilization Review.
- Provided clinical services to local physicians.
- Created excellent rapport with patients while providing information and counseling.
- Assured compliance with all state board of pharmacy regulations.
- Supervised technical staff.

## **EDUCATION**

***Philadelphia College of Pharmacy and Science***

- Bachelor of Science in Pharmacy, May 1995.
- Pharmacy Externship: Clinical, Community, Hospital, and Home Health Care experience.
- Member of Kappa Psi Pharmaceutical Fraternity – Vice Regent, 1994.

**LICENSURE**

- Maryland – August 1995
- Pennsylvania – February 1998
- Georgia – May 2000.
- Kentucky – October 2008