

SUMMARY

A committed full time instructor specialist at a leading US academic institution. Teaching students from various social and cultural backgrounds. Possessing excellent administrative, verbal and written skills, along with constructive and effective teaching methods that promote a stimulating learning environment. An accomplished operations professional with outstanding domestic and international experience, providing leadership skills to help achieve and exceed targeted profitability and growth. A creative and dynamic team player, with proven capacity to build and develop highly focused and ambitious teams, through exceptional interpersonal and communication skills.

EDUCATION

- **Argosy University**, DBA International Business.
- **Stevens Institute of Technology**, MS in Pharmaceutical Technology.
- **Stevens Institute of Technology**, Advanced Certificate in Pharmaceutical Technology Management.
- **Phoenix University**, MBA Global Management.
- **Rutgers University**, BA Biology from College of Arts and Sciences.

PROFESSIONAL EXPERIENCE

Moravian College, Bethlehem, PA

September 2015- Present

Assistant Professor of Practice in Management

Responsible for carrying out teaching duties. Involved in the administration of graduate & undergraduate courses as well as responsible for organizing lectures. Applied advanced teaching techniques to inspire and motivate students for higher level qualifications and then employment.

- Courses taught: Operations Management, Marketing Management, Principles of Management, International Business, Consumer Behavior, Strategic Management, and Business Decision Making.
- Providing mentoring, advice and support to students on a personal level.
- Develop graduate level courses.

The Growth Coach, Bethlehem, PA,
President, Business Coaching

January 2021- Present

Alex Group

September 2014 - 2015

Director, Sales and Commercial Global Operations

- Headed operations of sales department with \$150 million annual sales
- Increased overall productivity by creating a production office to facilitate work flow and order processing between factory and sales team. This eliminated order errors by 90%.
- Founded AGS (Alex Grain Systems), a profitable (\$25 million revenue annually) joint venture with multiple companies internationally, where intellectual property and low-cost/high-quality manufacturing were combined to deliver agricultural silos across the Arabian Gulf.
- Managed the implementation of integrated Enterprise Resource Planning (ERP) across all departments within the company. Acted as liaison between the home office and external vendors. Created and provided guidance in the design and performing test plans for software application.
- Re-engineered financial, production, sales & marketing reports to anticipate potential issues, and proactively develop solutions to address the same.

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Montclair State University, Montclair, NJ

January 2014 – Present

Instructor Specialist, Information and Operations Management Department

Responsible for carrying out teaching and research duties. Involved in the administration of undergraduate courses as well as responsible for organizing lectures and supervising seminars and tutorials. Applied advanced teaching techniques to inspire and motivate students for higher level qualifications and then employment.

- Courses taught: Operations Management, Sales and Marketing Management, Business Decision Making, Global Management, and Statistical Analysis
- Involved in the research and designing of new courses and materials.

COGNIZANT, Bridgewater, NJ

2011- 2014

Consultant, Sales Operations (2012-2014)

- Successfully managed a team responsible for building a web based user interface, utilized to maintain and process internal customer records and third party data universe in a real/near real time basis. Along with other microstrategy tools used for data reporting and analysis.
- Provided business process expertise/guidance, involvement, documentation and participation required to complete the project. Provide single point of contact for reporting progress to senior management, delivering documentation, and resolving key critical issues, including initial and ongoing data investigations
- Defined team tasks, managed the development of business processes, SOPs, and change management activities.

Engagement Manager, Incentive Compensation (2011 – 2012)

- Successfully managed a staff of 20 experienced employees supporting daily operations of the client's service, compensation, and reporting. Supported CNS, Virology, and Managed Markets Data, Reporting, and Incentive Compensation processes for two major pharmaceutical companies.
- Managed the development and delivery of standard and ad hoc reports with accuracy and integrity. In addition to the analysis of sales data for the support of both specialty and general therapeutics field forces.
- Helped diffuse potentially volatile situations with internal customers, consultants, and data vendors.

SDI HEALTH, Plymouth Meeting, PA

2011

Oncology Data Analytics, Manager (January - June)

- Responsible for day-to-day operations of the data analytics team within oncology vertical, including but not limited to, resource allocation, providing guidance on methodologies and deliverables, client support, and the overall development of the oncology data services and analytics staff.
- Worked closely with the oncology sales team, business consultants and data services team. Also, proactively partnered with both teams to support account strategies and developed/introduced concepts and services that address unique business needs, and new/emerging client issues.
- Served as an expert on data analysis methodology and design of the patient-level data services.
- Contributed to building a high performing, high impact team that inspires commitment and confidence from home office and client. Devised processes to share experience and knowledge among developing team members. Promoted the team's development and growth of both technical skills and industry knowledge.

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SANOFI-AVENTIS PHARMACEUTICALS, Bridgewater, NJ

2000 – 2011

Business Analytics, Data Integrity and Management, Manager

- Managed a \$60M data purchase contract with IMS Health. Oversee delivery of weekly, monthly and ad-hoc sales data deliverables to the sales team, internal customers and third party data vendors, supporting Sales Operations i.e., IMS, Wolters Kluwer, Dendrite, ZS, Medi Media, and Verispan.
- Transitioned Oncology sales and account data processing from an external third party vendor to internal database management, which reduced costs by \$3M, ensured transparency and minimized disruption across stakeholders
- Managed the implementation of several data warehouses for both Aventis and Sanofi. In addition to managing the integration of both companies' data warehouses across various data sets.
- Managed the implementation of several oracle and web based CRM and field force automated applications, monitored system effectiveness and recommended enhancements necessary to meet business needs.
- Recognized by senior leadership for outstanding performance and achievements and was the recipient of the IMPACT US Special Recognition IMPACT NOW Award in 2008, 2009, and 2010.
- Managed the provision of operation for the Specialized Therapeutics sales teams, to include target resource optimization, personnel placement, alignments, territory sizing & structure, and call planning.

PUBLICATIONS

- Elias, George; Elhussini, Mahmoud; Rashmi, Jain. Cultural Perspectives on Business Ethics: Some Case Studies. Northeast Business and Economics Conference. Submitted
- Closing the Deal, 2022
- Emotional Intelligence at Work, 2022
- Sharing the Power, 2021

PROFESSIONAL DEVELOPMENT

- Ambassador for Peace, International Federation for World Peace, with consultative status in the United Nations' Economic and Social Council.
- Completed Six Sigma training, which focuses on eliminating virtually all defects from a company's products, services, processes, and transactions. Completed Master Planner program, which focuses on increasing sales performance by maximizing analytical planning skills.