

James Pepke

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Pharmaceutical Sales / Operations Manager

Growth-focused sales leader with 20+ years' accomplishment stewarding accounts to ensure loyalty, satisfaction, and increased year-over-year spend

— Areas of Expertise —

Territory Management & Expansion | Account Development & Growth | Ongoing Needs Assessment
Consultative & Solution Selling | Exceeding Revenue Goals | Long & Complex Sales Cycles
Hard-Hitting Negotiations | Client Satisfaction & Retention | New Product Launches

— Career Accomplishments —

Managed a territory of four states and drove pharmaceutical adoption rates.
Successfully launched new products in the market and grew name recognition rates.
Earned numerous awards for excellent sales performance.

Professional Experience

Queen of Angels Catholic School

North Huntingdon, PA

Facilities Manager

10/2016 – Present

Oversee operations, maintenance, and three employees; identify problem areas and opportunities for improvement and strategize plans for the transformation of the facility. Direct budgets, expenses, and vendor relations to drive cost reductions and collect funding through grants and donations.

Key Accomplishments:

- **Led projects that reduced energy usage and on-going costs** and oversaw the re-painting of the entire 25,000 square feet school.

Farmers Insurance

Irwin, PA

Licensed Agent / Business Manager

03/2014 – 12/2016

Set up the agency and directed sales, marketing, operations, and finance to grow year-on-year revenue. Recruited and trained two staff members, developed KPIs to monitor work compliance, and supervised progress. Created and implemented a business plan, marketing strategy, and financial forecasts.

Key Accomplishments:

- Built relationships with B2B and B2C accounts and **achieved 90% retention rate of clients and policies** in the 1st year of operations.

Bristol-Myers Squibb, Cardiovascular/Metabolic Institutional Division

Pittsburgh, PA

Senior Hospital Business Manager

01/2008 – 01/2014

Managed a territory encompassing over 12 hospitals across four contingent US states. Obtained new business and grew existing relationships with key hospital accounts through effective pipeline, client expectations, and marketing initiatives management. Led new product launches and controlled a portfolio, which included Plavix, Eliquis, Onglyza, Kombiglyze, and Kombiglyze XR.

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Key Accomplishments:

- **Launched on-site educational and promotional campaigns** at hospitals; fortified account relations, delivered educational collateral and resources, and improved nurses' skills.
- **Consistently achieved and exceeded sales and adoption targets**; received a promotion to Senior Hospital Representative in 2009 and the Aspire Award for exceptional results in 2012.
- Developed and **executed a sales plan and strategy** for the rollout of Eliquis, Onglyza, Kombiglyze, and Kombiglyze XR; improved name recognition and market penetration.

Handyman Pros, Inc. / JNP Development

North Huntingdon, PA

Operations Manager

04/2005 – 01/2008

Managed all areas of the business, including recruitment, finance, sales, and operations. Built relations with residential and commercial clients, gained an understanding of their objectives, and developed quotes.

Key Accomplishments:

- Supervised personnel and assisted with the **completion of 20 projects per month**, including complete refurbishing, plumbing, electric, painting, tiling, and carpentry.

Schering Plough Pharmaceuticals

Pittsburgh, PA

Territory Sales Specialist / Senior Hospital Specialist

07/1990 – 03/2005

Successfully oversaw multi-state territory, travel, logistics, and expense reporting to consistently exceed designated quota. Submitted comprehensive and logical sales forecasts and growth plans for a product portfolio of antibiotics and allergy, hepatitis, cardiology, and dermatology pharmaceuticals. Researched competitive products, market trends, and vendor pricing to improve product marketability and profitability.

Key Accomplishments:

- **Received numerous awards**, including Regional District Sales Winner (2003), District Sales Award Winner (1990 & 1991), and Presidents Club Runner-Up Sales Award (2000).
- Grew business with existing accounts, while also **expanding market penetration and name recognition** to develop new business.
- Successfully launched Claritin, Nasonex, Vytorin, Zetia, Tequin, and Intron A in the market; **led promotional and marketing activities to ensure adoption**.

Additional Experience:

Territory Representative / Hospital Specialty Representative (1986 – 1990) Fison Pharmaceuticals

Sales Agent (1984 – 1986) Prudential Insurance

Education and Credentials

Bachelor of Science in General Studies

Indiana University of Pennsylvania – Indiana, PA

Associate of Science in Business Management

CCAC South – Pittsburgh, PA