

Johannes Kepler
12800 North Lake Shore Drive
Weil der Stadt, Germany
(262) 243-5700

OBJECTIVE	Seeking a management opportunity that would benefit from my experience in account management and sales.	
PROFILE	Acquired a diversified background in sales, marketing and laboratory research. Proven ability to build productive work relationships and achieve goals. Self-starter who does what needs to be done without being asked. Superior attention to detail. Excellent customer service abilities adaptable to changing needs and environments.	
EDUCATION	B.A. Concordia University Wisconsin. Major: Management and Communication Cum. GPA: 3.86 Medical Institute, Histology Technician	May, 2003
EXPERIENCE	ABC Marketing, Inc. Customer Service Representative Coordinate, implement and manage nationwide auto dealership showroom displays. <ul style="list-style-type: none">• Advise dealerships on point of purchase display requirements and review their orders for accuracy.• Generate all shipping documents for loading dock personnel and track merchandise delivery status.• Provide solutions for electronic point of purchase equipment problems in client facilities.• Draft and maintain inventory reports.• Monitor required levels of inventory and solve inventory discrepancies.	1998 to Present
	ABC, Inc. Administrative Assistant <ul style="list-style-type: none">• Provided administrative support for Vice-President of Manufacturing.• Compiled quality control data for Quality Assurance Manager.	1998
	ACME Biologicals, Inc. Technical Sales Representative <ul style="list-style-type: none">• Trained sales representatives and oversaw presentations to laboratory personnel. Improved quality and efficiency of laboratory test results by integrating new test methods into existing test protocols.	1997-98
	Product Specialist <ul style="list-style-type: none">• Marketed and sold medical diagnostic products to blood banks, transplant, coagulation, platelet antibody, and research laboratories.• Demonstrated product, assisted customer in selecting appropriate test systems, prepared competitive quotes, and closed sales.• Introduced new technologies, trained lab personnel, and solved application problems.• Provided staff training and certification.	1994-97
	Laboratory Technician <ul style="list-style-type: none">• Screened human serum for HLA antibodies for use in the manufacture of HLA typing trays.• Detected a previously unknown HLA antigen that was recognized and named by the World Health Organization, which resulted in the manufacture of the only testing device available to contain this antigen.• Maintained manual and computer records.	

Blood Center

Infectious Disease Testing Technician

1980-90

- Tested and released blood products prior to area hospital distribution.
Utilized automated and manual procedures of RIA, EIA, micro titer, bead and card methodologies of ABO/Rh typing, antibody screening, syphilis, CMV, ALT, HIV, Hb_sAg, HTLV-1, and Hb_sAb testing.
- Performed confirmatory testing for HbsAg and HIV positive specimens.
Assisted in the conversion of blood operations from a manual to a computerized Blood Operating System.

ADDITIONAL SKILLS

Proficient on Word, Excel, Lotus, Onyx, Reflection for Unix and Digital, Aristo Parcel Shipping System and SKU Lookup

VOLUNTEER

- Futures Committee, Concordia University Wisconsin, Student Representative
- Participated in international meetings sponsored by American Society of Histocompatibility and Immunology, and American Association of Blood Banks

REFERENCES

Available Upon Request