

# RESUME

## Akash Raj Saxena

Manager – Network Accounts (North & East) – Sales & Strategy  
Pfizer Limited

B.Tech, MBA (Marketing & Operations) and Executive Program from IIM.  
Accomplished Sales Professional with ~10 years of assorted working experience in Sales, Account Management and Customer Experience.  
Tenacious and Result Oriented with strong acumen of Strategic Business Planning, Commercials and C-Suite Relationship Building & Management.  
Experienced in connecting & handling customers globally in Diagnostics, Life Science, Pharma & Research.



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+91-9319611333 (Alternate)

### 📍 Local Residence

808/Osimo 2, Mahagun  
Mansion Phase 2, Vaibhav  
Khand, Indrapuram,  
Ghaziabad, U.P. - 201014

### 📍 Permanent Residence

P2, Flat No. 43,  
Deep Ganga Apartments,  
SIDCUL, Haridwar, U.K.,  
249403

in <https://www.linkedin.com/in/akash-raj-saxena-88701782/>

### ✈️ Passport Details

W2016944  
Valid up to July 01, 2032

### 📄 COVID 19 Vaccination

Fully Vaccinated –  
Covishield

## WORK EXPERIENCE

### PFIZER LIMITED

#### **MANAGER – NETWORK ACCOUNTS (NORTH & EAST) – SALES & STRATEGY**

December 2022 – Present

New Delhi

Started in **December 2022** as a **Strategic Healthcare Partner based out of Delhi managing C-Suite Relationships and Strategic Partnerships with Key Accounts of Pfizer** then **promoted to Network Account Manager for North & East based at Delhi managing Sales, Strategy & C-Suite Relationships with higher revenue and potential accounts in September 2023.**

- **Product Portfolio – One Pfizer Portfolio** – Representing all products of Pfizer across all therapeutic areas in Strategic Accounts as a **One Pfizer Approach.**
- **Roles & Responsibilities**
  - To develop strong relationships at the Strategic Accounts.
  - To drive new business development and ensure revenue growth.
  - To do rate contracts and negotiations, ensuring increase in Profitability & MS.
  - To ensure profitability by maintaining P&L.
  - To ensure achieving or going above and beyond assigned Sales AOP.
  - Managing Sales Funnel using Sales Force (SFDC) and Veeva CRM.
  - To do impactful customer engagements.
  - Building and maintaining strong and long-term relationships at C-Suite level.
  - To convert Transactional Relationships to Strategic Partnerships.
  - To develop and implement a Strategic Road Map and Account Plan to increase the revenue.
  - Leading without authority, coach and mentor team.
  - Ensuring increase in Share of Wallet.
  - Building Cross-Functional Relationships.
  - To manage & lead projects and strategic initiatives – Identify the need, Lead, Curate, Ideate, Plan, Implement and Execute.
  - To do market & competitive analysis and provide market intelligence.
  - Handling One Pfizer Portfolio. Representing entire Pfizer's Product Basket across all Strategic Accounts.
  - Ensuring best practices with Patient and Customer Centric approach.
  - To increase brand awareness of the organization in the market.
  - To do regular account reviews.
  - To identify EBI, End Users and Decision Makers.

## THERMO FISHER SCIENTIFIC INDIA PVT. LTD.

### KEY ACCOUNT MANAGER

June 2019 – December 2022

Started in **June 2019** as a **Channel Sales Manager and Technical Specialist** handling **Transplant Diagnostic Division** based at **Delhi managing India and South Asia**, then promoted to **Key Account Manager** for **Laboratory Solutions India Division** based at **Goa managing West Key Accounts**. **Additionally, successfully managed commercials of Clinical Diagnostics Division of Thermo Fisher Scientific for North India and Nepal for 6 months.**

### Laboratory Solutions India Division (LSI) | Transplant Diagnostic Division (TDX)

Laboratory Equipment | Laboratory Chemicals | Laboratory Consumables | Transplant Diagnostic

#### ➤ Roles & Responsibilities

- To develop strong relationships at the Key accounts.
- To develop and implement a strategic account plan to increase the revenue.
- To do and provide Account Analysis.
- To increase Share of Wallet.
- To Lead without authority, coach and Mentor.
- To manage primary and secondary sales along with Channel Partner Management with Revenue Forecasting.
- To plan and promote Thermo Fisher's products within an account.
- To increase brand awareness of the organization in the market.
- Improve CAS for the Division.
- To do market analysis and provide market intelligence.
- To do regular account reviews.
- Product Promotion and Technical Briefing & Presentation – Promoting products using Mass Emailers (through Mail Merge & Eloqua) & Messages. Giving Technical briefings & presentation to the customers.
- Business Retention & Customer Relationship Building - To keep regular connect with customers, practicing Customer First Approach, become VOC, ultimately retaining the existing business, and adding more SKUs wherever possible.
- Managing Sales Funnel using Sales Force (SFDC). Also recognized as a Super Trainer for the entire division on how to effectively use SFDC.

## ABBOTT HEALTHCARE PVT. LTD.

### AMBASSADOR – NORTH & EAST INDIA

#### Abbott Transfusion Medicine Division

January 2019 – May 2019

New Delhi

#### ➤ Product Portfolio

- **Instrument & Reagents** : Architect i1000 & i2000 and Viral Markers Portfolio.

#### ➤ Roles & Responsibilities

- Serves as First Point of Contact for the assigned Customers.
- Building & Maintaining customer relationship.
- Driving Revenue Growth & Business Retention – Responsible for retaining share of wallet. Growing revenue by menu expansion.
- Key Account Management – Responsible for in and out all the activities of account. Understanding and Building relationship with the Users and Decision Makers & Influencers.

## BUSINESS TOOLS

Veeva CRM

Salesforce.com

TrackWise

Microsoft Power  
Point

Microsoft Excel

Mail Merge

## COMPETENCIES

- Leadership skills
- Relationship Building
- Relationship Selling
- Strategic Management & Planning
- Strong Negotiation Skills
- Team Building
- Coaching & Mentoring
- Result Oriented & Focused
- Confident & Quick learner
- Tenacious

## Languages Known

English

Hindi

## Interests

Playing Guitar

Cooking

Travelling

## Personal Profile

**Father's Name** : Mr. R.K. Saxena

**Date Of Birth** : 03 - Sep - 1991

**Nationality** : Indian

**Marital Status** : Married

- Inventory management – Managing customers inventory, assuring that they should never run out of reagents.
- Distributor & Customer Management – Handling and resolving all the gaps between Distributors and Customers. Forming a bridge between them.
- Service Support – Providing Technical support to the users. Maintaining and Improving CAS score. Handling team of Engineers of Distributors.
- Ensuring Customer Satisfaction at all levels.

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## IMMUCOR INDIA PVT. LTD.

### **SENIOR SALES & FSE – INDIA, NEPAL & BANGLADESH**

December 2014 – January 2019

New Delhi

Started as a **Jr. FSE** with additional responsibility of **Sales** managing **North** in December 2014 then **Promoted** to **Sales and FSE for PAN India** and then subsequently because of astounding performance and customer interactions **Promoted to Sr. Sales and FSE for India, Nepal and Bangladesh.**

#### ➤ **Product Portfolio**

- **Instrument & Reagents** : Blood Transfusion, Transplant & NGS.

#### ➤ **Roles & Responsibilities**

- Sales Function – Supporting Regional Sales by Market Analysis, Forecast Planning, product promotions and generating Leads and Revenue.
- Retaining Share of Wallet.
- Maintaining and Building Customer Relations.
- Providing Demonstration – Giving in-house and on-site demonstration to Potential Customers.
- Team Handling & Management – Handled a team of **4 Direct Reporting & 4 Third Party co-workers.**
- Installation & Commissioning of Instruments mentioned above.
- Trainer – Responsible for Service & Technical Training of In-house and Distributor's Engineers, Application Specialist and Users.
- Technical Support – Maintenance & Troubleshooting of installed equipment.
- Software Support & Server Installation – Expert in Installing & handling Software and Server Linux & Windows OS based servers.

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## CL MICROMED PVT. LTD.

### **SERVICE ENGINEER (CSSD) – INDIA**

October 2013 – December 2014

New Delhi

#### ➤ **Product Portfolio**

- **Instrument** : Steam & Plasma Sterilizers, Washer Disinfectors, Ultrasonic Washers, ABG and Electrolyte Analyzers.

#### ➤ **Roles & Responsibilities**

- Servicing, Installation & Commissioning of Instruments mentioned above.
- Handling Projects of CSSD Lab Setup.
- Designing of CSSD Labs.
- Providing On-Site Demonstrations and Giving Operational Training to Users.

## ACHIEVEMENTS

- ✓ Got Bravo Excellence award for successfully leading, planning, implementing, and executing the 1<sup>st</sup> of a kind Strategic Project in Pfizer impacting C-Suite Relationship and Market Share from Pfizer.
- ✓ Got Joy award for successful implementation of a Strategic Initiative from Pfizer.
- ✓ Got Bravo Excellence award for Managing Strategic Relationship and Creating an Impact at one of the Biggest Corporate Chain Hospital from Pfizer.
- ✓ Going The Extra Mile Award for FY2020 in annual meeting from Thermo Fisher Scientific for Business Target Achievement & Customer Engagement.
- ✓ Intensity Award and Recognized as SFDC Super Trainer.
- ✓ Involvement Award from Thermo Fisher Scientific for Customer Engagement Activities during COVID 19 pandemic.
- ✓ Involvement Award from Thermo Fisher Scientific for Learning Multi Divisional Products and Preparing Team's Plan during COVID 19.
- ✓ Star Employee for FY17-FY18 in Annual Meet.
- ✓ Got Team Work award for excellence in Team Leading & Handling.
- ✓ Got Achievement award for The Successful Launch of a New Product from US.
- ✓ Got Team Work award for The Successful Installation and Training to the Asia Pacific Customer.
- ✓ Best Engineer for FY15-FY16 in Annual Meet.
- ✓ Got Service Integrity award for excellence in performance in extreme conditions.
- ✓ Got Achievement award for achieving assigned targets well in time.

## EDUCATION

### EXECUTIVE PROGRAM

**Advanced Corporate Strategic Management** 2023 – Present  
Indian Institute of Management Visakhapatnam, A.P.

### MASTER OF BUSINESS ADMINISTRATION (MBA) (DISTANCE)

**Marketing & Operations (Dual Specialization)** 2020 – 2022  
Swami Vivekanand Subharti University (DDE) Meerut, U.P.

### BACHELOR OF TECHNOLOGY (B. TECH)

**Electronics & Communication Engineering** 2009 – 2013  
Uttarakhand Technical University Dehradun, U.K.

## PROFESSIONAL COURSES & TRAININGS

- Sales Operation Training by SDG – Thermo Fisher Scientific.
- Certification in Customer Experience Management from Udemy.
- Certification in Marketing and Communications from IBMI - Berlin, Germany.
- Lean Six Sigma White Belt & Yellow Belt Dual Certification from Udemy.
- Salesforce.com (SFDC) training for Sales Manager from Thermo fisher Scientific.

## DECLARATION

I hereby declare that the above details are true to the best of my knowledge and that I'll do my best for the good of the organization.

Date & Place:

(Akash Raj Saxena)