

**Catalina Cross, PhD**

**Objective**

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To apply my passion, education, and work experience to advance the pharmacy profession to improve the health and wellbeing of people who live in our communities throughout the state.

**Education**

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|---------------------------------------|-----|--------------------------|
| Public Policy & Administration        | PhD | Walden University        |
| Public Administration, Human Behavior | MPA | California State Hayward |
| Liberal Studies, Change Management    | BA  | California State Hayward |

**Training**

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- Six Sigma Blackbelt, McKesson Corporation
- Financial Analysis for non-Financial Executives, Haas School of Business, University of California Berkeley
- Quest Leadership Program, McKesson Corporation
- Team Development, Target Corporation
- Leadership Masters Forum, Target Corporation
- Employee evaluation training, Target Corporation

**Key Core Competencies**

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**Build Strategic Alliances**

- o Establish collaborative relationships across internal business units and with external business partners to support business objectives
- o Research to understand and accommodate internal and external political activities related to the success of the business
- o Assess industry and organizational realities when resolving business issues

**Executive Presence**

- o Communicate ideas at an executive level using clear and concise language
- o Establish credibility through demonstrating good judgment using expertise and honesty
- o Convey confident presence

**Six Sigma and Change Management**

- Employment of Six Sigma methodologies & motivational techniques that suite a diverse workforce to successfully complete complex projects within budget and on time.
- Establish clear expectations and communicate effectively
- Build supportive relationships across business units to remove organizational barriers

## **Professional Experience**

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October 2013–Present; Times Supermarket, Director of Pharmacy/HIPAA Privacy Officer  
Manage the budget and operations of the 13 pharmacies within the supermarket chain. Develop and execute strategies to improve operational efficiencies within the organization within budget and on time. Develop and employ strategies to drive cultural change towards a more accountable work environment. Develop collaborative relationships with Department of Health, state legislators, lobbyists, distributors, suppliers, payors, and healthcare providers in the state. Develop, coach and mentor a diverse workforce to support employees' career aspirations & meet the healthcare needs to people in our communities. Manage the design, development, and implementation of projects for Ambulatory services. Implement HIPAA privacy policy within the organization.

July 2006 – October 2013; McKesson Corporation, Sales Manager  
Managed \$325M book of business in California and Hawaii. Grew market share by \$115M. Lead contract negotiations amongst cross-division area's at McKesson Corporate headquarters. Employed Six Sigma methodologies and change management techniques to resolve internal and external issues. Developed and implemented strategic business strategies to grow profitability.

March 2005 – June 2006; McKesson Corporation Sacramento Distribution Center, Project Manager (Six Sigma Black Belt)  
Utilized Six Sigma methodologies and statistical tools to analyze and identify operational and quality issues to develop, recommend, and implement solutions. Educated diverse employee work groups on how to integrate six sigma methodologies into the work culture. Project work contributed to \$7,000,00+ savings to McKesson.

September 1995 – May 2004; Mervyn's Marketing Traffic Manager/Target Corporation Business User Consultant/Greenbelt  
Worked at a corporate level with Target, Mervyn's, and Marshal Fields advertising divisions to drive cultural change to improve processes. Utilized various motivational techniques to adapt to the diverse workforce, including the Vice President of Marketing and Senior Managers. Utilized Six Sigma methodologies to developed business strategies to improve the quality and operational efficiencies of a \$200M advertising budget at Mervyn's. Managed a team of Project Coordinators; established individual development plans for each employee.

## **Professional Affiliations / Volunteer Work**

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American Diabetes Association, Volunteer  
Health Care Compliance Association, Member  
Maui Community Partner Health Coalition, Co-Chair  
University of Hawai'i Daniel K. Inouye College of Pharmacy, Dean's Council, Member

## **Lectures/Courses**

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University of Hawai'i Daniel K. Inouye College of Pharmacy  
2017 – Current, Online Course: Pharmacy Leadership  
2015 – Current, Guest Lecture: Wholesale Distribution

## **Publication**

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Demeter, L, **Cross, C.** (2014) Pharmacist-Diabetic Patient Relationship Factor Related to Behavioral changes and Improved Outcomes. *International Journal of Education and Social Science*, 2(4), 31-45. 2015 April