

## **JOMEL A. DULDULAO**

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### **HIGHLIGHTS OF PERFORMANCE AND AREAS OF EXPERTISE**

- Team player having outstanding leadership qualities, and possess excellent written as well as verbal communication skills
  - Reviewed team performance and conducted training sessions for new hired staff.
  - Goal-oriented leader & sales professional with a history of achieving maximum volumes and increasing market share through effective relationship building
  - Skilled in prospecting, qualifying leads, identifying decision makers, analyzing needs, preparing proposals, making presentations, and executing follow-up
  - Recognized for strategic and conscientious leadership style resulting in high levels of team productivity
  - Outstanding record of recruiting and mentoring new employees to success
  - Innovative thinker and problem solver who makes complex decisions to improve quality and performance
  - Works collaboratively with executive team for overall company profitability and outcomes
  - Demonstrated ability in achieving win-win outcomes through the analysis of customer needs and identification of creative, cost-effective solutions.
  - Superior interpersonal and communication skills, recognized for ability to implement change and engage staff
  - Adept in following the health-care facility's rules and policies, and instructing team members for maintaining confidentiality of patient's information
  - Proficient in Microsoft Office (Excel, Word, PowerPoint, Office 365)
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## AWARDS & APPOINTMENTS

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- Elected to Board of Men's Leadership of Hawaii (Corresponding Secretary). 2018
  - Appointed to manage social media profile for all Bristol Hospice locations 2017 - present
  - Served as Alzheimer's Ambassador for Senator Hirano. 2016 – present
  - Appointed to the Board of Nursing for the State of Hawaii. 2017 – present
  - Promoted to Director of Community Relations at 3 months at Bristol Hospice. February 2014
  - Served as a Speaker for Kokua Mau (Speakers Bureau for Advanced Directives). 2015
  - Voted Hospice Hero at Islands Hospice. November 2012
  - Received National Leadership Award at Vitas Hospice. 2011
  - Received Multiple District Awards (Team Player, Leadership, Making a Difference, Product Portfolio Attainments) at Endo Pharmaceuticals for 2008, 2009, 2010
  - Awarded Regional Sales Champion at Sanofi-Aventis Pharmaceuticals. 2005
  - Awarded more states than any other sales rep at 4 months at IMS, Limited. October 2000
  - Awarded Salesman of the Month at IMS-Amphastar Inc. September 2000
  - Awarded Employee of the Year at Chevy's Mexican Restaurant. 1999
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## EDUCATION

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- Bachelor of Arts in **Psychology** with a **Biology Emphasis**, Azusa Pacific University

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## EXPERIENCE

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**Queens Health Systems**

**July 2019 - Current**

***Patient Experience Manager – Ambulatory***

- Promotes teamwork and positive patient perceptions through implementation of managing up techniques.
- Actively participates in Press Ganey tracking, posting of scores for CGCAHPS within the healthcare organization.
- Demonstrates a proactive and enthusiastic attitude in striving for and meeting all patient satisfaction goals and objective.
- Provides recognition for employee when programs are implemented with success.
- Assist with on-site reporting and communication

**Bristol Hospice Hawaii LLC**

**November 2013 – July 2019**

***Director of Community Relations – Territory (Oahu, Hawaii)***

- Marketed and promoted Hospice Services & Philosophy and Palliative Care Services to Hospitals (QMC, CMC, Tripler, Straub, Kaiser, Pali Momi and Wahiawa) & Specialists (Oncologists, Hospitalists, Pulmonologists, Cardiologists, Palliative Physicians Groups, Internal Medicine Physicians and Primary Care Physicians)
- Collaborated with Nursing Homes (Administrators, Director of Nursing, Social Workers & Charge Nurses)
- Coordinated in-services with key providers on Oahu (UHC, Ohana Health, Kaiser, UHA, HMSA, MDX)
- Promoted to Director of Community Relations within the first three months of hire (February 2014)
- Managed daily & monthly admissions & referrals on excel spreadsheet
- Created Hospice Care and Supportive Care brochures and other marketing collaterals for the community
- Achieved 35% increase in overall census in 2014, 10% increase in 2015, and 42% increase from 2016 to 2017
- Attained 120% to goal for January 2018.
- Attained 107% to goal for July 2017 & 117% to goal for August 2017, Attained 123% to goal for September 2017, Attained 103% to goal for October 2017
- Attained 107% to goal for July 2016 & 135% to goal for August 2016 & 115% to goal for September 2016
- Helped recruit, mentored and hire additional Community Liaisons and other clinical staff
- Directed overall promotion of hospice philosophy on Oahu (Social Media, Brochures, Website, Events etc.)
- Coordinated, Oriented & Directed clinical liaisons and community liaisons in identifying community needs
- Served as a Lead liaison between community facilities and referral sources
- Assisted Executive Director, VP of Clinical Operations, VP of Community Relations and Director of Patient Care Services in monitoring progress toward accomplishing operational and strategic goals

**Islands Hospice LLC**

**June 2012 – October 2013**

***Community Liaison – Territory (Honolulu, Oahu)***

- Awarded Hospice Hero of the Month (November 2012)
- Promoted hospice philosophy and Achieved consistent growth within assigned territory
- Provided and conducted in-services to facilities and key referral sources
- Developed key relationships with Palliative Physicians, Geriatric Physicians, Primary Care physicians, Case Managers and Social Workers

**Vitas Innovative Hospice Care**

**October 2010 – June 2012**

***VITAS Representative (Hospital/Physician) – Territory (East Los Angeles)***

- Received the National Leadership Award for Outstanding Sales Achievement in 2011
- Established relationships in assigned Hospitals (Los Angeles County Hospital – USC, USC University, USC Norris Hospital, White Memorial Medical Center, East Los Angeles Doctors Hospital, Promise Hospital, Los Angeles Community Hospital, AltaMed Senior Buena Care (PACE))
- As a physician and hospital based Sales Representative in the Greater Los Angeles area, developed and implemented sales strategies that maximize ROI in assigned territory.
- Developed and maintained relationships with the Palliative Team Physicians, Case Managers (Registered Nurses & Social Workers) and Attending Physicians in Long Term Care Facilities and Hospitals.
- Effectively utilized in-services with key accounts (Hospitalists, Cardiologists, Nephrologists, Pulmonologists)
- Continued to develop business partnerships by making effective VITAS presentations in order to generate early and appropriate referrals

**Endo Pharmaceuticals**

**August 2007 – September 2010**

***Medical Sales Consultant – Territory (Rialto to Arcadia)***

- Ranked (2010 Semester I) 39 out of 340 in the Nation Respectively in total portfolio pain solution products (Opana ER, Voltaren Gel, Lidoderm, and Frova)
- Awarded Sales Impact award for overall sales performance 2010 (Quarter 1 & Quarter 2)
- Promoted to West Regional Leadership Counsel for 2009 and 2010
- Effectively utilized marketing strategies to increase market share within assigned territory. (Specialist for the day, Library program, instant saving cards, etc.)
- Developed and maintained relationships with several high impact physicians within the respective territory.
- Effectively utilized KOL with high potential prescribers to maximize sales. (Roundtable, One on One, Dinner programs, Speaker for the Day, and teleconference)
- Worked collaboratively with key pharmacies within territory to optimize market share change

**SANOFI-AVENTIS PHARMACEUTICALS**

**MARCH 2005 – AUGUST 2007**

***Executive Sales Professional-Metabolism Business Unit II – Territory (Upland)***

- Achieved Regional Sales Champion Award for 2005. Ranked 13th out of 81 in the Region and 47<sup>th</sup> out of 519 in the Nation respectively
- Promoted injectable insulins (Lantus and Apidra) to primary care physicians, endocrinologists, diabetologists, certified diabetes educators, physician assistants, nurse practitioners and pharmacists
- Effectively utilized speaker programs in assigned territory to increase market share growth
- Continued to achieve quota attainment above 100% for both products (Lantus & Actonel)
- Effectively used of budget and marketing materials to increase total prescriptions
- Assigned “Quest Champion” for the team
- Ranked Top 5 in the nation for T.E.I. (Territory Efficiency Index) in overall work performance for 2005

**ALAMO PHARMACEUTICALS LLC**

**AUGUST 2004 – MARCH 2005**

***Psychiatry Sales Specialist – Territory (Los Angeles County to Bakersfield)***

- Promoted Fazaclo (clozapine, USP) Orally Disintegrating Tablet to psychiatrists, medical directors, pharmacy directors, clinical pharmacists, nurses, and staff members
- Responsible for getting Fazaclo approved on Hospital Formulary
- Provided in-service to mental health facilities, clinics, and hospitals
- Responsible for registering both physicians and pharmacies onto our Fazaclo National Registry
- Provided assistance in getting patients registered

**NOVARTIS PHARMACEUTICALS**

**JUNE 2003 – JULY 2004**

***Psychiatry Sales Specialist – Territory (Victorville – Pasadena)***

- Achieved District Sales Award for Ritalin LA – District 1/9, Nation 16/120
- Promoted to CNS Specialty Division (Novartis Pharmaceuticals) promoting Ritalin LA and Focalin to Neurologists and Psychiatrist in the Los Angeles and San Bernardino County
- Planned and implemented sales presentations by generating a natural enthusiasm for the quality and efficacy of products represented
- Utilized pre-call planning and objective setting for each call.
- Worked collectively with other representatives in arranging speakers, displays and special programs to positively impact sales in territory

**NOVARTIS PHARMACEUTICALS**

**JUNE 2001 – JUNE 2003**

***Professional Sales Representative – Territory (Covina)***

- Responsible for promoting Diovan, Lotrel and Lotensin, as well as consulting and developing relationships with physicians in the Pomona and San Bernardino territories
- Attained highest quota in both Diovan (107.6%) and Lotrel (104.3%) in second quarter of 2003
- Ranked 9 out of 518 representatives for June 2003 in both Diovan and Lotrel

**IMS-Amphastar Pharmaceuticals**

**July 2000 – June 2001**

***Regional Medical Sales Representative - Territory*** (AZ, CA, CO, ID, MT, NV, NM, OR, UT, PA, WA.)

- Promoted pre-filled critical care drug injections to Hospitals (Atropine Sulfate, Dextrose, Morphine Sulfate, Lidocaine HCL, Furosemide, Magnesium Sulfate, Sodium Bicarbonates, Calcium-Chloride, Epinephrine, Naloxone)
- Prospected potential customers utilizing GPO contracts and reports
- Traveled extensively to provide a need and build relationships with Pharmacy Directors, Pharmacy Buyers, Clinical Pharmacists and key healthcare decision makers
- Participated in multiple hospital conventions. (Las Vegas and Los Angeles)
- Designed and implemented unique and effective marketing strategies and tools to support product presentation
- Provided in-service education and key clinical findings sessions at hospitals
- Organized and analyzed data to help evaluate potential customers
- Generated and exceeded sales expectations respectively in assigned territories
- Increased territory sales by an average of 72% per month
- Exceeded quota by 61% for the First Quarter 2001