

Catalina Cross

Qualifications Profile

PhD. Public Policy & Administration | Project/Change Management | Sales/Account Management
Cross-functional Collaboration | Budget and Cost Control | HIPAA

Education

PHD | MAY 2014 | WALDEN UNIVERSITY

- Major: Public Policy & Administration

MPA | JUNE 2011 | CALIFORNIA STATE UNIVERSITY

- Major: Public Policy & Administration
- Minor: Change Management

Professional Development

SIX SIGMA BLACKBELT

- McKesson Corporation, San Francisco CA

TEAM DEVELOPMENT LEADERSHIP MASTERS FORUM

- Target Corporation, Minneapolis, MN

FINANCIAL ANALYSIS FOR NON-FINANCIAL EXECUTIVES

- University of California Berkley, Hass School of Business, Berkeley, CA

Professional Affiliations

- Hawaii State Board of Pharmacy | Board Member (current)
- National Community Pharmacists Association | Member (current)
- Maui Community Health Partners | Co-Chair (past)
- University of Hawaii Daniel K. Inouye College of Pharmacy | Dean's Council Member (past)

Experience

GENERAL MANAGER | PHARMACARE HAWAII | OCT 2021 - CURRENT

- Develop and implement strategies to increase financial growth of Retail Pharmacy and Third Party Administrator Services.
- Provide leadership, oversight, and management of continuous performance improvement of operations.
- Train, coach, and mentor a diverse workforce on process improvement principles and career growth.
- Identify opportunities to optimize the customer experience.

DIRECTOR OF STRATEGIC ACCOUNT | AMERISOURCEBERGEN | OCT 2019 – OCT 2021

- Lead team of National Account Sales Professionals in overseeing existing relationships and sales activities within AmerisourceBergen National Accounts Group and Group Purchasing Organization (GPO) customers.
- Identify opportunities to optimize the customer experience by developing, directing, implementing, and maintaining Project Charters to achieve sales, growth, profitability, and retention. Identifies cross-departmental selling opportunities for AmerisourceBergen.
- Responsible for enhancing and directing the relationship with National Accounts to ensure customers' overall service and sales needs are met and high satisfaction levels achieved. Assists in managing and executing the overall National Account strategy for AmerisourceBergen

DIRECTOR OF PHARMACY | TIMES SUPERMARKET | OCT 2013 – OCT 2019

- Lead team through aligning the organization's vision and values with the needs of the communities we serve.
- Manage \$47M budget, negotiate and manage a \$30M wholesaler contract, identify new revenue streams.
- Provide leadership, oversight, and management of continuous performance improvement of operations, clinical services, medical billing, HIPAA privacy policies/procedures, and budgetary goals.
- Build strategic alliances with private and public sector stakeholders to identify developing trends and develop strategies to meet the needs of all stockholders.
- Train, coach, and mentor a diverse workforce on process improvement principles and career growth.

Addendum

JOURNAL ARTICLE

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.