

Xiao Lian (Shawn)

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Victoria, British Columbia, Canada

SUMMARY

- Energetic business role with 6 years that delivering profitable solutions to drive sales and marketing success.
- Multi-tasking professional well-known for successfully taking problematic customer services. Pursuing a manager role where hard work and dedication will be highly valued.
- Highly organized, efficient, and communicative specialist with strong background coordinating business operations with internal and external resources. Effective in streamlining processes, resolving issues, and improving communications.
- Increasing work efficiency by rigorously maintaining a positive work environment.
- A dynamic, self-motivated and sales driven experienced.
- The sense of independence and well organized for details attention.
- Good at marketing and business communications.

SKILLS

- Good at Microsoft Office applications
- Healthcare services and drug chemistry knowledge based
- Skilled in resource integration and coordination
- High level of practice with project management
- The relation maintenance and management of customers and vendors
- Prioritizing workflows
- Networking skills

EMPLOYMENT HISTORY

Store Manager

2017. 02-Current

Little Skewer Bar

- Conducted inventory purchasing and management, employee training and supervising, and food preparation.
- Promotion and marketing the business.
- Liaising with customers, employees, suppliers, licensing authorities and sales representatives
- Maintained kitchen appliances, communicated with manufacturers regarding appliance leases, and operates.
- Management for the "Touch Bistro", the restaurant management software.

Senior Products Manager (Intelligent Pharmacy Division)

2015.08-2016.8

DIH Technologies China Head Quarter

- Experienced in using the Intelligent Medical Storage System, the Operation Room Intelligent Anesthetic Medical Storage System, and the Intelligent Control Substance Management System.
 - Updated products information, marketing documentations, requirements specifications, and operating manuals.
 - Analyzed and reported on client requirements for smart storage devices in pharmacies and hospitals.
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- Designed and managed product lines, including infrared sensing and unit dose capabilities, as well as customized product portfolios for targeted consumers.
 - Completed 6 versions of product updates and 17 functional enhancements for unit dose medication dispense, and management of expired pharmaceuticals.
 - Performed data analysis for product specifications, domestic and foreign competitions, and future direction.
 - Coordinated project teams for hardware and software R&D, systems testing, and product Go-Live.

Medimpact Healthcare Technology

2012.05-2015.08

Senior Product Manager

2014.10-2015.8

- Redesigned databases, product user and alarm interfaces, and completed Rational Drug Use systems.
- Conducted product developments and improvements for prescription reviews, antimicrobial drug management systems, electronic medicine calendar, and integrated two independent systems onto a joined operational platform.
- Constructed a stand-alone prototype for product demonstrations.
- Determined the feasibility of Chinese medicine (herbs) database.
- Conducted system development for a bilingual version of the Rational Drug Use System.

Senior Marketing Consultant

2013.10-2014.10

- Assisted Marketing Director in the formulation of product marketing strategies using research and multimedia and resolved conflicts between the marketing team and engineers regarding the strategies.
- Represented the company in American Chamber of Commerce (AmChamChina) and held promotional conferences during the exhibition.
- Prepared presales product information pamphlets, provided solutions for consumers, provided customer training programs.
- Managed bids and tenders, and reported on the summary of results, including winning bids in Beijing and Shanghai hospitals.
- Communicated and maintained effective partnerships with industry leaders and experts at all levels to guarantee successful implementation of company projects with increased availability of networks and resources.

Assistant of Marketing Director & EPA Senior Consultant

2012.10-2013.10

- Collected and analyzed market trends within the industry, and prepared product specifications, bidding documents, product solutions, new programs, contract management and post-sales services.
- Managed product promotion in China and assisted the Marketing Director in preparing annual marketing plans through analyzing market statistics.

EPA Project Manager

2012.05-2012.10

- Responsible for Pharmacy Benefit Management (PBM) for U.S. medical insurance customers and used logical trees to analyze rule texts for logical proofreading and data analysis management.
 - Managed subordinate EPA project teams with 500 data files each month, resulting in \$224,000 in revenue within 5 months for the Beijing company.
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KEY PROJECT EXPERIENCE

First Affiliated Hospital of Zhengzhou University(FAHZU) Ward & Pharmacy Intelligent Drug Management Project (DIH) Product Manager

- The project is one part of Chinese 13th five years plan that built the hospital process informatization model hospital in the biggest hospital in China (The number of Ward 236).
- Responsible for the application and deployment of smart drug management equipment in 9 clinical wards of FAHZU, and smart drug management equipment for all wards and hospital pharmacies.
- Responsible for understanding the personalized needs of the hospital, application modes, special use scenarios of different departments, frequency of use, statistical report contents, deployment area, deployment space, drug storage quantity, equipment use time, and the key content of the interface with the hospital information system and follow-up drug supplement logistics design and others.
- Performed nine clinical deployments old wards, proposed to form a new functional scene R&D discussion group with customers provide practical use scenarios and theoretical support.
- In the later stage, 89 ward equipment will be provided, and the total project price is over \$100 million.

Luhe Hospital Intelligent Pharmacy Management System Project (DIH) Project Leader

- Deployed in various wards as a distributed satellite tertiary pharmacy under the central pharmacy. Collected the requirements for the use of the third-level pharmacy, verified the data and logic with the hospital information system.
- Trial deployment was completed, and the first three trial departments had received normal feedback and were currently in stable use. In the later stage, 40 ward equipment will be provided, and the total project price is over \$5 million.
- Subsequent project follow-ups were followed up by the implement leader.

Special Drug Management System Research and Development (DIH) Program Leader

- Collected and categorized hospital use requirements, investigated drug usage data, designed and developed special drug management smart devices for storage and drug distribution; hardware and software interactions; systematically calculated and implemented logical content; and supervised and advanced R&D and production progress of hardware and software.
- The product design and initial product interaction interface and hardware structure were completed, and the trial products were promoted to trials between the two major top three hospitals in Nanjing and Beijing for drug and narcotic drug management and operation room drug preparation.

Electronic Medicine Calendar, Post-Surgery Tracking Module R&D, and Launching (Medimpact) Product Manager

- Completed interface requirement design for electronic medicine calendar and post-surgery tracking module functions based on hospital's data storage and extraction logic.
- Implement in one of the top China hospital and its affiliated hospitals (6) to fill the information gap of pharmacy and surgery track. Release more than 30 pharmacists and 10 doctor assistant from basic medical and surgical follow reaction record work.

Establishment of an English Version of the Rational Drug System (Medimpact) Product Project Manager

- Developed a bilingual Rational Drug Use system with imported Health Information System based on the needs of foreign-funded hospitals and the needs of foreign and local doctors.
- Ensured consistency between both the English and Chinese version of the system in terms of monitoring physician's drug use in accordance with the hospital's regulation.

National Institute of Hospital Administration (NIHA-branch of CFDA) (Medimpact) Coordinator

- After the company entered into China, it was the first project to conduct scientific research with scientific research units. NIHA collected prescription information from 20 representative domestic top three hospitals and 10 specialist hospitals within 100 thousand Rx in each hospital and performed statistical analysis of drug safety results.
- Held discussions to develop research projects that are more in line with national hospital management policies and drug safety standards.
- Responsible for the follow-up of contracts and tripartite confidentiality agreements between various hospitals, Medimpact and NIHA.
- Completed a corresponding work plan with the results of the phased analysis feedback to relevant personnel in the hospital to hold a seminar for updating project progress from initial project planning and assignment of roles to the final execution phase.

EDUCATION AND TRAINING

2010	MSc: MSc Drug Chemistry	University of Newcastle Upon-Tyne
2009	Diploma: Medicine Management	University of Glasgow
2008	BSc: Chemical Engineering	University of Inner Mongolia
2016	Food Safe certificate	
2015	Project Management Professional (PMP)	
2011	Leadership development program training	
2011	Business development skills / Professional negotiation skills	
2010	7 Habits	
2009	Professional marketing research training	

LANGUAGE

Fluent in English and Mandarin

REFERENCES

Available upon request