


# Zahra Mohamed

Program Director

 Minneapolis, MN, 55117

 612-978-2259

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Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.



## Skills

- Staff Management
- Business planning
- Data analysis
- Financial Management
- Operations management
- Process updates
- Customer Relations
- Project Management
- Business administration



## Work History

### ● **Management Consultant**

*United Healthcare Group, Minneapolis, MN*

- Compiled research data and gave professional presentations highlighting finds and recommended optimizations.
- Evaluated diverse organizational systems to identify workflow, communication and resource utilization issues.
- Produced detailed and relevant reports for use in making business decisions.
- Helped develop proactive and successful business policies to meet changing demands.
- Broadened improvement initiatives, troubleshooting problems for corrective action.
- Reviewed internal systems and organized training plans to address areas in need of improvement.

2021-08 - Current

2014-05 - 2021-07

- Restructured procedures through coordination with compliance director to create and execute projects.
- Conducted thorough reviews of operations to devise and deploy improvement strategies.

## ● **Program Coordinator**

*Mercy Corps, Nairobi*

- Orchestrated smooth and efficient program development by collaborating cross-functionally across departments.
- Gathered and organized printed materials required for program participation.
- Organized and managed program development from conception through successful execution.
- Scheduled and supervised staff meetings to discuss new ideas and update participants on program details and milestones.
- Motivated and directed staff to align operations with organizational mission using appropriate training initiatives and presentations.
- Managed web content updates and ongoing site maintenance to provide students with easy information access.
- Designed program implementation and maintenance plan.
- Reserved classrooms and meeting rooms across campus for program activities and managed room list.
- Maintained tight production timetables and quality standards to give audiences exceptional offerings.
- Addressed and resolved technical, financial and operational concerns by working with team members and directors.
- Developed and organized routine and special programming by factoring in slot timing, demographics and other important parameters.
- Provided ongoing direction and leadership for program operations.
- Prepared monthly reports on sales trends for upper management.

2002-04 - 2014-04

## ● **Medical Representative**

*Hennepin Healthcare, Minneapolis, MN*

- Arranged appointments with doctors, pharmacists and medical teams to raise awareness of latest product launches.
- Analyzed market to identify new opportunities and strengthen relationships with hospitals, medical centers and primary provider physicians.
- Recognized trends within territory and industry to create proactive plans.
- Collaborated with vendor representatives and company customers to set up optimal delivery schedules.
- Visited customer locations to evaluate requirements, demonstrate product offerings and propose strategic solutions for diverse needs.
- Conducted routine product demonstrations to verify proper utilization and improve patient outcomes.
- Showcased product features to customers and discussed technical details to overcome objections and lock in sales.
- Developed marketing materials such as case studies and product brochures to promote and educate buyers on product offerings.

- Prospected continuously for new potential customers and maintained robust conversion rate.
- Exceeded established sales goals and increased client retention.
- Demonstrated products and specific features at customer locations and special events.
- Resolved order issues efficiently and enhanced customer satisfaction ratings.
- Researched potential clients and markets to prepare for appointments.
- Maintained customer promotional logs for product advertising campaigns.
- Tracked customer and supply chain details for precise and timely fulfillment.
- Worked closely with commercial operational departments to schedule targeted promotional campaigns.
- Worked with sales team to collaboratively reach targets, consistently meeting or exceeding personal quotas.
- Monitored weekly sales to write reports for senior leadership and streamline operational processes.
- Conferred with existing and potential customers to assess requirements and propose optimal solutions.
- Produced remarkable sales and enhanced numbers by managing complete lifecycle from networking through ongoing account servicing.
- Reconciled billing discrepancies with regulatory agencies and finance department.
- Proactively managed client correspondence and recorded tracking and communications.
- Maintained routine communication with clients to assess overall satisfaction, resolve complaints and promote new offerings.
- Leveraged proven sales methods to increase revenue and surpass sales objectives.
- Scheduled, updated and maintained product preparations and customer promotions.



## Education



### **Bachelor of Arts: International Studies**

*University of Minnesota - Minneapolis, MN*



### **High School Diploma**

*Edison High School - Minneapolis*



## Software



Coding Skills



Databases



## Languages



Somali, Swahili, Arabic and Turkish

1998-09 - 2004-04

1996-09 - 1998-06