

## **Ana Santos**

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### **Personal Profile**

Very experienced professional with proven track of achievements for small, medium and large enterprises. Target-oriented, self-driven, responsible, enthusiastic and decisive leader with nineteen years work experience in very diverse industries.

### **Core Competencies**

- Outstanding problem-solving skills
- Effective communication and influencing abilities
- Strong interpersonal, coaching and team building abilities
- Excellent negotiation skills
- Strong analytical competencies
- Excellent C-Level presentation skills

### **Professional Experience**

#### **"SAP" – Galway, Ireland Team Lead DACH**

*(July 2011 – to date)*

The role requires effective management and communication skills with ability to collaborate across teams in SAP. This includes demonstrating strong interpersonal, team building abilities coupled with good coaching skills. Excellent analytical competencies and a capacity to communicate and present at an executive level is absolute necessity.

#### Responsibilities:

- Responsible for team enablement planning, strategy and communicating their enablement plans to key stakeholders;
- Running regular 1:1 meetings with team members;
- Build alignments with executive stakeholders in DACH market units and wider SAP;
- Provide regular and ad-hoc reporting to stakeholders;
- Drive operational performance of DACH team in the MEE region;
- Coordinate day to day activities of DACH team, handle issues and escalations on behalf of the team when required;
- Provide training and active coaching to team members to improve performance;
- Helps manage business and operational change within team
- Strategic and tactical initiatives to improve team performance

Recognized SAP top talent.

#### **"Grünenthal, S.A." – Lisbon, Portugal Pharmaceutical representative**

*(April 2001 – July 2010)*

Medical sales representative responsible to sell company's products, which include medicines and prescription drugs to a variety of customers including general practices, hospitals and pharmacies. Strategically increase awareness and use of company's pharmaceutical products in assigned territory. Make presentations and organise group events for healthcare professionals, as well as working with contacts on a one-to-one basis.

#### Responsibilities:

- Achieve sales targets by maintaining existing business and increase market share for new and existing product ranges in assigned territory;

- Build and maintain excellent relations with all customers and key decision makers, and present a professional image of the company;
- Maintain excellent on-going knowledge of industry, disease areas, products and competitors;
- Identify and action new opportunities which will drive business;
- Analyse and review sales data to ensure highest ROI;
- Ensure high level of teamwork within company and with client's teams;
- Prepare commercial proposals and contracts, lead negotiations with suppliers;
- Supply management with oral and written reports on customer needs, problems, and interests;
- Plan and organise marketing events.

**"Uepro" – Martingança, Portugal**  
**Product Manager**

*(October 1999 – April 2001)*

The role included to oversee the entire development and production process of injection moulds. Be integral part in the lifecycle of product development and coordinate with department teams to ensure its success.

**Responsibilities:**

- Support development of products portfolio;
- Research and understand assigned territory. Gather and prioritise product and customer requirements. Be an expert with respect to the competition
- Develop and research potential business leads and convert identified needs;
- Negotiate with suppliers, and distributors;
- Fully understand technical details of products range, policy terms, enrolment procedures, claims process;
- Deal with customers enquiries and complaints;
- Prepare, review and distribute reports, feedback, analysis, and other market data to territory sales managers;
- Represent company in international fairs.

**"Live Center" – Leiria, Portugal**  
**Customer Service Manager**

*(October 1998 – September 1999)*

Customer Service manager in newly established language school were main task was to establish customer base.

**Responsibilities:**

- Develop customer base;
- Dealing with customers enquiries and complaints;
- Report to senior management on service achievements and possible improvements;
- Development of own campaigns and sales initiatives.

**"Carpinteiro & Santos, Lda. " – Pombal, Portugal** *(January 1996 – October 1998)*  
**Human Resources**

**Responsibilities:**

- Recruitment of new employees and contracts administration;
- Being point of contact for all work related incidents;
- Deal with subcontractors and other third parties;

**Education**

**August 1984 – July 1991 “Herder Gymnasium”** Frankfurt Main – Germany

Studies focused on German Literature and Physics

**September 1992 - July 1995 “Impact”** (Instrução de Marketing, Publicidade, Administração, Comunicação e Tecnologias, Lda.) Lisbon – Portugal

Subjects studied: Marketing, Publicity and Public Relations

**Further Education & Trainings**

Negotiation, Project Management, Sales, Merchandising

**Key Skills****Languages**

German – Mother Tongue

Portuguese – Fluent

English – Fluent

**IT Skills**

MS Office (Word, Excel, Outlook, PowerPoint)

**Interests**

Travel, Sports, Reading