

BRIDGET J. MONROE

902 West Concord Street • Orlando, Florida 32805 • bmonroe1@gmail.com • 407-963-6310

PROFESSIONAL PROFILE

- Results-oriented professional with proven track record of developing community contacts and long-term relationships
- Focused, hard-working and goal-oriented planner, with strong organizational skills and attention to detail.
- Innovative, industrious achiever, offering outstanding growth potential in any capacity.
- Motivated team leader, demonstrating effective communication skills in working with diverse groups.

CORE COMPETENCIES

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| • Data Collection/Analyzing | • Interviewing | • Community Outreach |
| • Quality Assurance | • Case Management | • Operational Administration |
| • Project Management | • Program Development | • Community Development |
| • Problem Solving | • Marketing | • Written Communications |

PROFESSIONAL EXPERIENCE

Center For Change - Project Manager (PT) – Orlando, FL – June 2009 to March 2012

Responsible for day-to-day supervision of outreach specialists, health educators, referral specialists, volunteers and overall implementation of project activities. Train outreach staff on outreach education and administrative responsibilities. Recruit and train volunteer staff. Serve as Community Liaison for faith and community based organizations. Develop and implement outreach campaigns for targeted groups. Interview and assess clients for services. Manage operating plan, data collection and budget for outreach projects. Provide Executive Director regular reports regarding financial and overall status of projects.

OmniOne Realty Group – Manager, Training and Development – Heathrow, FL – January 2006 to May 2009

Demonstrated success in recruitment, mentoring, motivation and retention by rebuilding a sales team that led to increase sales for a division of the company that represented 25% of annual sales volume. Trained new recruits in the administration and integral tasks and functions of real estate and property management. Organized and led training seminars in professional development. Coordinated diverse training issues to promote goal setting for staff. Spearheaded and promoted innovative programs and initiatives in new business development and retention. Analyzed, revised and provided program development for staff. Developed and maintained training budget.

Florida Hospital Cancer Institute – Physician Relations – Orlando, FL – April 2004 – January 2006

Served as liaison between hospital and referring medical providers. Communicated various issues, trouble shooting and resolving problems. Embarked on an aggressive initiative to build up the lines of communications with referring physicians and staff physicians to better align the Florida Hospital Cancer Institute to meet the customer needs and ensure success of the institute. Identified opportunities to implement value added programs to increase customer satisfaction. Partnered with Quality Improvement staff and hospital management to prepare for JCAHO on-site visits. Prepared and executed a comprehensive launch strategy for new support program to increase use of hospital products and services. Developed, managed and presented reports for multidisciplinary task force.

McNeil Pharma – Specialty Representative - Orlando, FL – September 2001 – November 2003

Recruited to boost sales of McNeil's flagship product lines while gearing up for a new release. Targeted key accounts, built client relationships, increased formulary acceptance and enhanced physician knowledge of a portfolio of therapeutic products. Marketed and promoted pharmaceutical products and programs to specialty physicians, support staff and pharmacists. Territory management that included developing strategic solutions, identifying and qualifying prospects. Implemented sales process through consultative sales approach. Evaluated client/customer needs (contracting, services, equipment, and referrals); providing targeted services and solutions; and monitoring performance to ensure compliance with established healthcare standards. Generated, managed and presented reports to Regional and National teams. Based on success in competitive selling, tapped to become a Sales Trainer for new field sales representatives.

Merck & Co., Inc. – Pharmaceutical Representative – Chicago, IL/Orlando FL – June 1997 – September 2001

Recruited into Merck's premier cardiovascular division to sustain market share from encroaching competition and launch new products that further validated Merck's reputation for science and efficacy. Conducted market research/analysis of competitors. Responsibilities included positioning marketing dialogue in comparison of current and new products entering the market. Provided pharmaceutical samples and education of usage to physicians. Coordinated and facilitated educational programs. Managed and presented reports to sales team. Concurrently served on several corporate, product and customer tasks forces that positively impacted the way Merck conducted business. Won numerous leadership recognition awards.

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CONT'D

OTHER EXPERIENCE

Parramore Heritage District - Community Garden Manager – Orlando, FL – June 2008 to Present

Market and recruit volunteers and community residents to participate in gardening. Provide regular communication to gardeners and community. Assist with development of workshops and educational seminars for gardening community. Work with gardeners and volunteers to ensure their gardens are maintained. Serve as liaison to Get Active Orlando, City of Orlando and other community organizations. Manage approved budget and construction projects. Provide guidance to sub-committees. Identify potential donors and opportunities for funding and fund raising.

EDUCATION

- **Masters of Arts Program, Healthcare Management**, Webster University, Orlando, Florida
- **Bachelor of Arts Communication Studies**, Northern Illinois University, DeKalb, Illinois

INTERNSHIP /VOLUNTEER SERVICE

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| • Suez Canal, Cairo Egypt – Public Health | • Arlington/Concord Neighborhood Association – President |
| • Rockford Health Systems – Managed Care | • Orange County Health Department – Outreach Volunteer |
| • Cook County – Public Health | • Get Active Orlando – Board Member |
| • Tri-County – Outreach | • Parramore Community Garden – Founder, President |
| • Hope and Help – Board Member | • Centaur – Outreach Volunteer |