

July 2015 Team Member Profile, [NAME REDACTED] — Senior Account Manager

Effective account managers must be able to build and maintain client relationships, have deep knowledge of our products and services, and know which offerings best meet the needs of each client. To meet these demanding objectives requires administrative and technical expertise in diverse areas of an industry and an organization.

[NAME REDACTED] possesses all of these qualities — and draws on them to help drive client satisfaction and success as a Senior Account Manager at BPS. A McKesson team member for nine years, she is based in her home in Cambridge, IA, near Des Moines. She works with acute and ambulatory healthcare customers across the U.S. to support products specific to practice management, electronic medical records and revenue cycle services.

A go-getter, [NAME REDACTED] had a sales quota — her first — tied to her role in FY15. Her goal was to exceed her quota by 5% — she topped it by 226% and earned a trip to President’s Club. Additionally, she received the “Grinder” award at the May 2015 Sales Conference because she processed the most sales contracts, by volume, in BPS over the past year.

[NAME REDACTED] started her healthcare career as a phone collector for medical accounts receivable at Omnium Worldwide. “It was supposed to be a part-time job until I returned to teaching (autistic/special needs children) in the fall, but I never went back to teaching,” she recalled. “However, I use my teaching skills every day in everything that I do.” That part-time job turned into a longtime — and fulfilling — career in healthcare. [NAME REDACTED] was also a Training Specialist at Iowa Health System.

Born and raised in Des Moines, [NAME REDACTED] attended Central College in Pella, IA, where she received her B.A. in K-12 Education with a coaching endorsement. She and her husband, [NAME REDACTED] (“my biggest supporter in everything I do”), live in Cambridge, IA. [NAME REDACTED] has four adult children ([NAMES REDACTED]), and she and [NAME REDACTED] have five grandchildren combined ([NAMES REDACTED]).

Away from work, [NAME REDACTED] many fun activities include gardening and canning, running, snowmobiling, fishing, hunting and being with her family.