Michele Lanfersieck

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Registered Nurse at St Luke's Hospital Chesterfield, MO

Fenton, Missouri, United States Hospital & Health Care

Previous positions

Patient Access Representative (Part-time) - Emergency Department at Mercy

Director of Sales at Ameriwood Industries

Education

Goldfarb School of Nursing at Barnes-Jewish College, Bachelor of Science - BS, Nursing

Background

Summary

Registered Nurse in Medical-Surgical/Oncology with an educational background and prior career in Business. With 29 years of experience in sales and account management, supply chain, customer service, and team leadership, I hope to utilize my strengths obtained during my past career in my new career as a Registered Nurse.

Experience

Registered Nurse

St Luke's Hospital

September 2018 – Present(1 year 5 months)Chesterfield, MO

Registered Nurse in Oncology/Medicine. Perform primary function of a registered professional nurse in assessing, planning, implementing, education, and evaluating a designated group of patients in accordance with all established Nursing Standards and Hospital Policies. Responsible for managing all assigned personal supplies, equipment, on the unit, and for promoting teamwork with all members of the healthcare team. Perform duties and responsibilities in a manner consistent with the St. Luke's Hospital mission and values.

Patient Access Representative (Part-time) - Emergency Department

Mercy

August 2016 – August 2017(1 year)Greater St. Louis Area

Facilitate all components of patients' entrance into Emergency with the use of EPIC. This includes scheduling, registration, benefit verification, pre-certification, and financial clearance including pre-visit collection. Responsible for obtaining, maintaining, and populating patient records. This includes competence with insurance carriers, medical guidelines, and federal, state, and accreditation agencies. Work in Triage, Pediatrics, Acute Care, and Main Emergency areas.

Director of Sales

Ameriwood Industries

March 2015 – October 2015(7 months)Greater St. Louis Area

Management and development of assigned accounts (Target, Staples, Office Depot, Office Max Mexico,Toy R Us/Babies R Us, Aldi, and international business) and responsible for new account penetration. Oversee day to day selling, product promotion, product development, pricing strategies, trade spend management, and contract negotiations through management and coordination with Manufacturing Reps, Product Development, and Product Design. Responsible for development of strategies to enhance overall margins and gain market share.

National Sales Manager - Office Products Channel

Energizer

January 2008 – February 2015(7 years 1 month)St Louis, MO

Sales and Account Management including Promotion Development, Financial Analytics, Contract Negotiations, Trade Spend Management, and full P&L responsibility for Office Depot Inc., Staples, Buying Groups, Wholesalers, and Independent Dealers. Management of three Regional Manufacturing Rep groups.

Total Territory Responsibility $35M+ in Sales

Key Customer Sales Manager - Grocery

Energizer

January 2005 – December 2007(2 years 11 months)St. Louis, MO

Responsible for P&L, Sales, Trade Spend Management, Deduction Management, and Promotion and Permanent Merchandising Development for Super-Valu/Albertsons and other Food Wholesalers. Total territory worth $20M+. Managed and worked with National Food Broker, Acosta.

Key Customer Sales Manager - Conventional Accounts

Energizer

September 2003 – December 2004(1 year 3 months)St Louis, MO

Responsible for Sales and Account Development and Management, Promotions, Trade Shows, and P&Ls of various accounts in Drug, Hardware, Mass, and Convenience channels (Included Quik Trip, Shopko, Pamida, Handy Hardware, Mays Drug, Garden Ridge, Academy Sports).

Key Account Specialist - Military

Energizer

February 2003 – September 2003(7 months)St. Louis, MO

Provided support to the Global Military Sales Manager and had direct Sales and P&L responsibility for AAFES and MCX. Provided support with Broker Management and executed all trade marketing initiatives as directed.

Supply Chain Manager - Mass/Electronics/Drug

Energizer

February 2000 – February 2003(3 years)St. Louis , MO

Developed Scorecards, Measurement Systems, and Collaborative Forecasting processes for Target, Best Buy, and Walgreens. Analyzed and provided internal recommendations to Sales Directors for new supply chain opportunities that resulted in financial and process efficiency and effectiveness. Led, managed, trained and coached customer service account managers on team. This included salary administration, formal evaluation, and succession planning.

Customer Service Team Manager - Western Key Accounts

Energizer

June 1998 – February 2000(1 year 8 months)St. Louis, MO

Led, trained, and developed 8 Customer Service Account Managers and 2 Clerical Support representatives in order management, account development, and continuous business process analysis of Western Key Accounts that included Radio Shack, McLane, Home Depot, Home Base, Best Buy, Walgreens, Ace Hardware, and Sears. Developed, implemented, and managed new consignment procedures at Best Buy.

Customer Service Team Manager - Pacific South and Central Divisions

Energizer

1996 – June 1998San Francisco Bay Area

Led, trained, and developed 6 Customer Account Managers in order management, account development, and continuous business process development. Assisted top accounts in the development of a customized supply chain measurement system. Developed and implemented first week's training program for new hires prior to the consolidation of the 4 Energizer sales offices in 1998.

Senior Office Sales Representative

Energizer

1990 – 1996San Francisco Bay Area

Responsible for all order management, account and relationship development, and supply chain issues for all assigned accounts. Accounts included Home Depot, McKesson, Longs Drugs, Kroger, Graybar Electric, Thrifty/Payless, and GE Supply. Processed and managed all deductions.

Customer Service Associate

Energizer

1986 – 1990San Francisco Bay Area

Responsible for all order management functions for assigned accounts. Provided support to Office Sales Representatives.

Education

Goldfarb School of Nursing at Barnes-Jewish College

Bachelor of Science - BS, Nursing

2017 – 2018

Accelerated Program

Webster University

MBA, Masters Program in Business

2003 – 2006

Webster University

Graduated with Honors

San Jose State University

Bachelor of Science in Business Administration, International Business

1982 – 1985

San Jose State University

Skills & Expertise

P&L Management

Cross-functional Team Leadership

Account Management

Sales

Key Account Management

Brand Management

Trade Marketing

Sales Management

Forecasting

Supply Chain

FMCG

Customer Service

Management

Customer Insight

Consumer Products

Key Account Development