

BRIAN L. BUTLER

2311 SE Clover Ridge Ct. • Ankeny, IA 50021 • 515 289 6218 • onerph@msn.com

QUALIFICATIONS

Experienced leader with proven success in increasing sales and profitability, developing strategic initiatives, motivating and developing employees, and exceeding customer service goals.

EDUCATION

Doctorate of Pharmacy

Drake University, Des Moines, IA (5/2001)

Masters in Business Administration

Drake University, Des Moines, IA (5/2000)

EMPLOYMENT HISTORY

Catalyst Rx, Des Moines, IA

Client Services Director (12/08-Current)

- Serve as the primary contact for strategic and high-level management of the companies' largest client.
- Maintain consistent and regular client communications including preparation and delivery of quarterly client status briefs, delivery of new strategic initiatives, identification and management of cost drivers, recommendations for cost saving opportunities, and proactive review of client benefits and drug utilization.
- Establish multiple corporate relationships and participate in client sponsored events; cultivate in-group growth through these relationships.
- Work with senior executive team on rebid worksheets and renegotiate contracts with clients to obtain extended agreements while minimizing loss of profitability.
- Understand and execute the client contract according to the terms and conditions, including monitoring and reporting performance guarantees.
- Stay abreast of industry trends and developments and demonstrate strong communication skills in presenting these to clients.
- Manage and mentor staff including providing training, support and direction to all employee's in the Des Moines Center of Excellence.
- Follow all policies and procedures relating to job responsibilities and participate in the development and maintenance of departmental policies and procedures for Catalyst Rx.
- Build client specific implementation plans and manage overall client implementations.
- Provide regular feedback to senior executive team regarding client requirement status and business development opportunities.

Clinical Manager (8/08-12/08)

- Provide superior clinical consultation and account management with focus on client retention/satisfaction and trend management.

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- Conduct utilization and cost analyses, drug utilization reviews and analyses, formulary management, and serve as a drug information resource.
- Participate in client meetings and coordinate implementations of clinical projects/programs.
- Provide education for clients, pharmacists, members, and physicians, including one-on-one physician visits and implementation of educational programs.
- Support Catalyst Rx and client specific pharmacy and therapeutics functions and responsibilities.
- Support elevated customer service and prior authorization inquiries specific to assigned accounts.
- Initiate and develop clinical products and services and support sales and marketing.
- Provide drug information and clinical support for customer service pharmacy technicians; provide clinical input and support for claims processing programs and assist in the development of corporate clinical products and services.
- Support corporate clinical pharmacy operations.
- Assist and participate in pharmacy student/externship programs.

Cardinal Health, Des Moines, IA

Senior Consultant-Franchise Operations (10/05-8/08)

- Provide operational support to over 45 franchise owners in 6 states including oversight of company-wide initiatives, business planning, expense control, maximization of profit, and adherence to local and federal pharmacy law.
- Direct a cross-functional team of finance, marketing, operations, and store development staff.

Pharmacy Manager-Medicap (7/05-10/05)

- Managed day-to-day operations of a Medicap Pharmacy location.

CVS/Pharmacy, Chicago, IL/Detroit, MI

District Manager (4/04 – 7/05)

- Managed total store operations of 17 locations resulting in sales of over \$140 million.
- Managed staffing, placement, training, and development of all managerial and pharmacist positions; motivated employees to work together on store action plans, community events, and sales building programs.
- Maintained accountability for financial aspects of the business including budgeting, sales, margin, payroll control, expense control, and bottom line profitability.
- Ensured execution of all company driven initiatives and measurable tasks to drive true bottom line profitability of over \$13.2 million.
- Provided oversight for all district employee relations issues including conflict resolution, coaching and counseling, and performance evaluation.

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- Applied knowledge of local market to store merchandising, customer service, and district initiatives to drive sales.
- Developed strategic plans to increase sales including negative prescription action plans, competitive surveys, weekly competitor activity analysis, and region sales building presentations.

CVS/Pharmacy, Chicago, IL/Detroit, MI

Pharmacy Supervisor (4/03 – 4/04)

- Supervised pharmacists and technicians to ensure achievement of bottom-line profitability and customer service goals.
- Held pharmacists and technicians accountable for P&L results, inventory management, customer service scores, and promotional programs.
- Developed pharmacists as “emerging leaders” to continue their growth as professionals while establishing company’s talent pool.
- Ensured thorough and effective implementation of the Pharmacy Service Initiative program to drive immediate results.

Store Manager (1/03 – 4/03)

- Managed daily store operations, including payroll, inventory, personnel decisions, and employee development.
- Exceeded sales targets by 20 dollars per man hour.
- Increased front store sales by 5% in 3 months.
- Managed shrink awareness program and monitored internal and external theft to enhance total store profitability.
- Motivated and led employees to focus on customer service, resulting in improved customer satisfaction scores.

Pharmacy Team Leader, Pharmacist (9/01 – 1/03)

- Filled prescription orders and counseled patients on prescriptions.
- Helped increase store prescription volume by 100% in 3 months by focusing on improving customer service and increasing neighborhood advertising.
- Managed pharmacy payroll; analyzed inventory tracking reports and inventory activity reports to maintain appropriate inventory levels and drive profitability.

ACHIEVEMENTS

- Highest district pharmacy execution in the company (CVS-2003)
- Highest total front store margin (% to sales) in the Area (CVS-2004)
- Highest profitability (actual dollars and % to sales) in the Michigan Market (CVS-2004)
- Granted Pharmacy Service Award for superior service metrics in the Area (CVS-2004)
- Selected for CVS/Pharmacy Emerging Leaders Program
- Completed Dale Carnegie Course®, 11/02; awarded “Highest Award for Achievement” by class members