

> Case Study

Lynn

STEM WORKS

Cogent skills
for science industries



Profile:

Age: 39

Location: Stockport

Company: Pfizer

Job: Hospital
Commercial Manager

My job – what I do

I coordinate and manage the supply of our medicines to certain customers in the National Health Service (NHS). Most of the people I deal with are based in the **pharmacy department** of hospitals. I meet them for face to face meetings, but a lot of my job is also done over the phone and by email. I also lead on some interesting projects on a national basis within Pfizer due to my experience in the **supply chain** of medicines. A big part of my role is feeding back information on how the NHS is developing and what hospitals are focusing on, so Pfizer can be sure we are providing medicines and support in the right areas.

My qualifications

ABPI – distinction (a qualification from the trade body that represents pharmaceutical companies in the UK, The Association of British Pharmaceutical Industry. You need this to work for most pharmaceutical companies)
BSc Pharmacology, A-Levels, GCSEs.

How I got into science

I worked in a lab during the summer holidays at college which helped me decide I wanted a job in science. I went to University and studied lots of **biomedical** sciences subjects. During my **dissertation** I interviewed doctors and loved the interaction with the NHS. As a result, my first job was as a Medical Representative. My career then focused on supply chain and **commercial** roles and I have been here ever since!

What I do on a typical day

There is no typical day! Some of the things I do include using **WebEx** to link with colleagues. I prepare for and attend customer meetings, taking customer queries over the phone, responding to emails, meeting or speaking to colleagues in the office, **forecasting**, and supporting my colleagues. I need to **multi-task** and be able to **prioritise**. Every day is busy and stressful. I have to get on with lots of people who are all amazingly focused at what they do. It's my job to make sure the customers are happy (which means patients get their medicines), whilst everyone at Pfizer gets the information they need.

Best 3 things about my job

1. Knowing that I'm part of the process which helps patients get access to the medicines they need.
2. Every day brings a new challenge which I can help to solve.
3. The people I work with – both within Pfizer and also my customers. We all want what's best for the patient.

My biggest science inspiration

So many things... Science is everywhere!! Science teachers at high school and college made it interesting. Being given a 'science kit' for Christmas when I was 14 and loving making things. Star gazing with my dad and him teaching me about astronomy.

In the future

When my son is older I will focus on building my career to become a manager, but right now I love my job and am happy with the work-life balance it gives me.

Why should young people consider a career in science?

Science is everywhere and in everything we do. It's about pushing boundaries and making things happen, discovering and learning, caring for people, making things or breaking things. No two days are the same. Once you choose a field you enjoy there are so many roles and different career paths you can take depending on what you enjoy and what you are good at.

Jargon Buster

Pharmacy Department - The Pharmacy Department makes sure that patients get the medicines that have been prescribed for them.

Supply Chain - A supply chain is the way in which a product or service is moved from the supplier to the customer. It will involve organisations, people, information, resources or other activities.

BSc - A BSc is a Bachelor of Science Degree usually focussing on science-related subject areas. A BSc Honours (Hons) is pretty much the same degree but students have to complete a dissertation or long project at the end.

Biomedical - Biomedical scientists are interested in the human body and how it works. They study how cells, organs and other systems in our bodies work in order to help treat human diseases.

Dissertation - A dissertation is a long written piece of work that's used as a final piece of assessment for a degree or a diploma.

Commercial - Commercial roles are jobs within a company that help the company to buy and sell their products or service.

WebEx - Is computer software that allows people to share presentations and have meetings over the internet.

Forecasting - Predicting what might happen based on information from the past or present.

Multi task - Doing more than one thing over a short amount of time eg. Like taking a phone call while still writing an email.

Prioritise - When people have lots of tasks to do in work, they need to manage their time to get them all done. They will put the tasks in order of importance, not just doing the quickest easiest tasks first based on information from the past or present.

Integral - Necessary to make something whole, complete or essential. eg. the vitamins and minerals we get from eating food is integral to our health.



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