

Ivan Fesyun, Pharm.D.

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Licensed Pharmacist Specializing in Strategic Patient Access and Program Management for Over 300 Pharmaceutical Products

EXPERIENCE

Pharmacy Lead

Conduent Patient Access Solutions, Florham Park, NJ (2019 – Present)

- **Strategic Patient Access Development:** Lead the development of comprehensive patient access strategies, ensuring alignment with brand strategies and market needs. Direct the design, implementation, and enhancement of Patient Assistance (PAP) and HUB programs across various therapeutic areas, including oncology.
- **Program Management:** Achieve high service performance by closely monitoring and managing key performance indicators (KPIs) and financial efficiency. Manage inbound PAP and HUB services data to ensure optimal patient support.
- **Cross-functional Collaboration:** Collaborate extensively with clients and internal teams across Sales, Market Access, Marketing, Legal, Medical, IT, and Finance departments to resolve distribution operational issues and enhance patient support services.
- **Stakeholder Engagement:** Cultivate strong relationships with senior executives, operational team leads, and IT/IS professionals to enhance client offerings and identify new consulting opportunities. Maintain high-level customer relationships with key stakeholders, driving continuous improvement of programs and services.
- **Innovative Solutions:** Develop and implement innovative strategies to enhance experiences for patients, prescribers, and brand stakeholders. Integrate patient feedback into program design to ensure customer-centric solutions.
- **Training and Development:** Develop comprehensive training materials for patient support services and lead roll-outs in partnership with training team collaborators. Foster effective communication and collaboration between internal and client stakeholders to enhance patient support services.
- **Regulatory and Clinical Insights:** Deliver market access, regulatory, and clinical insights to clients and internal stakeholders.
- **Client and Vendor Management:** Play a crucial role in RFP processes, securing and maintaining optimal vendor partnerships. Conducted quarterly business reviews with client partners to ensure alignment with key performance deliverables.
- **Continuous Improvement:** Champion a culture of continuous improvement, integrating innovative design principles to develop impactful service solutions. Continuously evaluate program performance against company objectives, optimizing Salesforce by aligning SOPs with pharmacy fulfillment processes.

Pharmacy Strategy and Operations Executive Consultant

Walmart Health & Wellness, Bentonville, AR (2016 – 2018)

- **Strategic Collaboration:** Worked with leadership to shape pharmacy objectives, strategy, HR, operations, and clinical services, ensuring alignment with broader organizational goals.
- **Pharmacist Advisor:** Provided guidance to Walmart pharmacists in NY, NJ, and CT on initiatives to manage risk and maximize productivity, enhancing overall pharmacy performance.
- **Opioid Epidemic Response:** Led a partnership with DisposeRx® to address key needs in the prescription opioid epidemic, directly impacting improved patient safety.
- **Marketing Initiatives:** Proposed and implemented marketing strategies for Walmart's quarterly Wellness Day events, boosting community engagement and health awareness.
- **Software Upgrades:** Contributed to the incremental upgrades of Walmart's proprietary pharmacy prescription software, Connexus, improving its functionality and efficiency.

Pharmacy Manager & Pharmacist in Charge

Walmart Pharmacy, Norwalk, CT (2014 – 2018)

- **Team Leadership:** Led pharmacy operations to achieve business objectives, managing company matters creatively and collaboratively with cross-functional teams to address changes, obstacles, and adversities. Directed a team of staff pharmacists, pharmacy technicians, and support staff, leveraging a deep understanding of the retail customer landscape to enhance service delivery.
- **Operational Excellence:** Managed a \$2M prescription/over-the-counter inventory, administered over 600 immunizations annually, reviewed 50K patient records/protected immunizations annually, and verified 500K prescriptions annually for drug interactions, therapeutic appropriateness, and compliance.
- **Vaccine Safety Initiatives:** Identified and implemented solutions for safer vaccine dispensing, ensuring compliance with recommended practices.

Student Pharmacist

Duquesne University, Pittsburgh, PA (2010 – 2013)

- **Effective Communication:** Explained technical and non-technical information to patients and peers, ensuring clear understanding and efficient information dissemination.
- **Project Management:** Managed small-scale projects assigned by licensed pharmacists, demonstrating the ability to handle responsibilities and complete tasks effectively.

Clinical Trial Associate

Merck, Springfield, NJ (2008 – 2011)

- **Regulatory Document Management:** Managed clinical trial documents for boceprevir, a Hepatitis C treatment, ensuring accuracy and compliance with regulatory standards.
- **Regulatory Contribution:** Contributed to the trial master file document record for VICTRELIS® (boceprevir), supporting activities crucial to FDA approval, while demonstrating an understanding of regulatory requirements and processes.

EDUCATION

Doctor of Pharmacy (Pharm.D.) (2010 – 2013)

Duquesne University, Pittsburgh, PA
Class President, 2012-2013

Bachelor of Science (B.S.) – Biology (2004 – 2008)

Adelphi University, Garden City, NY

LICENSES & CERTIFICATIONS

Registered Pharmacist

New Jersey (28RI03625300); New York (061729); Connecticut (PCT.0013149); and Florida (PS56617)

Adult First Aid/CPR/AED

American Red Cross (01INH89)

HONORS & AWARDS

Recognition from Pfizer Market Access Programs (2020)

Awarded by Director, US Patient Assistance Programs & Pfizer Operations

Excellence in Health & Wellness Consulting (2017)

Awarded by Walmart Health & Wellness, Internal Care1 Newsletter