

USP ACCOUNT MANAGEMENT TEAM

USP Account Managers combine extensive industry experience and scientific expertise to deliver knowledgeable consultation and responsive service designed to enhance USP customer relationships. Account Managers help you anticipate your USP resource needs, keep you informed about Reference Standards inventory status and new product availability, and support your involvement in monograph and Reference Standards development and revision as well as other USP initiatives.



Richard Wailes
Vice President, Sales & Marketing

Rich has been Vice President of Sales and Marketing since 2002 and has 10 years' experience in total with USP. Prior to USP, he held sales, marketing, and human resource positions in large manufacturing and service companies.

B.A. Amherst College
M.B.A. Harvard University

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Barbara B. Hubert
Director, USP Sales

Barbara has more than 28 years of experience at USP in developing standards in pharmaceutical analysis, dissolution, and bioavailability. Prior to joining USP, she gained 7 years of industrial experience in analytical research and development. Her experience gives her a unique and comprehensive understanding of pharmaceutical processes. She is also an experienced Pharmacopeial Education instructor.

B.S. in Chemistry, Virginia Commonwealth University
M.B.A. in Management of Science, Technology and Innovation, The George Washington University

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Robert "Rob" Tyler
Sales Manager

Rob joined USP Sales and Marketing in 2002 as a Senior National Account Manager. In his current role as Sales Manager, he visits USP customers, educates them on collaborative opportunities, and encourages their active involvement in USP's standards-setting processes. Prior to USP, Rob worked in technical sales for the specialty chemical industry and spent time in the lab as an analytical chemist. He is also an experienced Pharmacopeial Education instructor.

B.A. in Chemistry, North Carolina State University

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Paul J. Cowan
Regional Sales Manager, Asia and Latin America

Paul joined USP in 2002. For the past 18 years, he has served in high-level national sales positions providing analytical instrumentation and supplies to the pharmaceutical/biotech industry. Paul's many years of experience in the industry help him understand the needs of USP customers. Paul manages accounts in the U.S. and supervises the Asia-Pacific region and Brazil. He is also an experienced Pharmacopeial Education instructor.

B.S. in Industrial Administration and Marketing, Iowa State University

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Doreen McDonald
Senior National Account Manager—Inside Sales

Doreen joined USP in 1999 and has worked in and closely with the Reference Standards and monograph development groups throughout her time here. As a Senior National Account Manager, Doreen applies her understanding of customers' needs to help them work efficiently and effectively with USP. Her prior experience includes analytical method development in the specialty chemicals industry. She is also an experienced Pharmacopeial Education instructor.

B.S. in Chemistry, State University of New York at Cortland

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Laura A. McCurry
Senior National Account Manager—Inside Sales

Laura has more than 11 years of experience in the testing and characterization of USP Reference Standards. She also has over 3 years of pharmaceutical industry experience in quality control and quality assurance. As a Senior National Account Manager, Laura draws on her USP and industry experiences to help customers understand and use USP resources more effectively. She is also an experienced Pharmacopeial Education instructor.

B.S. in Chemistry, State University of New York at Albany

M.S. in Analytical Chemistry, State University of New York at Binghamton

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Robert Shimahara
Senior National Account Manager, U.S. and Canada

Robert joined USP's Account Management Team in March 2004. He has more than 10 years of experience in the pharmaceutical industry as a quality control chemist, in management, and as a sales representative. Robert's diverse experience makes him well-positioned to focus on USP customers and their business needs. He is also an experienced Pharmacopeial Education instructor.

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Steven Paul
Senior National Account Manager, U.S.

Steven joined USP Sales and Marketing in November 2004. Before coming to USP, Steven gained more than 13 years of analytical instrument industry experience with Perkin-Elmer and Thermo Electron in sales, marketing, and product management roles. Prior to that he held laboratory management and bench-level laboratory positions with G.D. Searle Pharmaceuticals and Abbott Laboratories. He is also an experienced Pharmacopeial Education instructor.

B.S. in Chemistry, Northern Illinois University

M.S. in Analytical Chemistry, Northern Illinois University

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Holly Chang
National Account Manager

Holly joined USP in 1999 and became part of the USP Account Management Team in December 2007. Previously, she worked in the USP Reference Standards Laboratory characterizing and analyzing USP Reference Standards. As a National Account Manager, Holly uses her laboratory experience to assist customers in understanding and using USP resources efficiently and effectively.

B.S. in Chemistry, West Virginia University

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Christine Hiemer
National Account Manager

Christine joins USP after working 13 years for a contract testing laboratory. During that period, she attained experience with diverse methodologies and analytical techniques, eventually working her way to the position of laboratory manager. Her laboratory experience is an asset in addressing the needs of customers.

B.S. in Environmental Science/Chemistry, Rutgers University

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Diana P. Lenahan
Senior Account Specialist-Inside Sales

Diana has been with USP for 24 years. Diana supports cultivation of customer relationships. She now provides customer support for all core business publications, electronic products, and print, including the *USP-NF* and *Pharmacopeial Forum*.

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EUROPE, MIDDLE EAST, AND AFRICA ACCOUNT MANAGEMENT TEAM



Deutsch/Français/English

Alex Fiechter

Senior International Account Manager, Central and Eastern Europe (Germany, Switzerland, Italy, and countries east to Turkey, except Poland), and Middle East

Alex joined USP in 2005. His work experience includes 7 years as a pharmaceutical quality control chemist and 8 years with the SOTAX group—4 years as a sales representative, and 4 years as sales manager for the Europe/Asia distributor markets business unit. Alex's work with different pharmaceutical markets is beneficial in meeting the varied needs of our customers.

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English

Terry Way

Senior International Account Manager, Northern Europe (Ireland, UK, Denmark, Netherlands, Sweden, Norway, Finland), Russia, Israel, and South Africa

Terry joined USP in 2006, bringing with him more than 30 years' experience in the European pharmaceutical industry. Over the years, his focus shifted from analytical chemistry for QC operations to specialized instrumentation and automation for dissolution testing. Previously a scientific instrument product specialist, Terry has lectured and trained professionals throughout Europe. He provides support for USP customers in the expanding European market.

B.Sc. in Pharmacy, Portsmouth School of Pharmacy, UK

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Français/English

Benoît Rime

Senior International Account Manager, Western Europe (Belgium, France, Spain, Portugal), North Africa, Egypt, and Poland

Benoît joined USP in 2006. He has more than 15 years' experience in specialty chemicals and engineering thermoplastics. He previously held positions in technical sales, global account management, and application development at several major global companies, including General Electric. Benoît's wealth of experience helps him forge strong relationships and anticipate customer needs.

B.S. in Chemistry, University of Bordeaux, France

B.A. in Business Administration, University of Paris-Sorbonne, France

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Deutsch/Español/Italiano/Français/English

Alfonsa Paschaloudis

Account Associate—Inside Sales

Alfonsa joined USP in 2005 and became part of the Account Management Team in 2006, where she is responsible for inside sales for U.S. publication orders from Europe, the Middle East, and Africa. She is fluent in German, Spanish, Italian, French, and English, with working knowledge of Greek.

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USP-INDIA ACCOUNT MANAGEMENT TEAM



Dr. K. V. Surendra Nath
Vice President, USP-India

Dr. Surendra Nath joined USP-India as Laboratory Director in January 2006 and was instrumental in the establishment of the site's state-of-the-art facility and services. In June 2008 he became Vice President of USP-India operations. In his new role, he will oversee the expansion of USP's laboratory capabilities to support monograph and Reference Standards development; further cultivate USP's relationships with industry, regulatory, and community stakeholders; and promote growth of USP's scientific outreach, education courses, and USP Verified programs throughout India. Before joining USP, Dr. Surendra Nath gained more than 15 years combined experience in quality assurance and quality control management and laboratory directorship with reputed pharmaceutical companies in Hyderabad.

B.Sc. (Honors) in Chemistry, Osmania University, Hyderabad
M.S. in Analytical Chemistry, IIT, Roorkee
Ph.D. in Chemistry, IIT, Roorkee

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Ashok Dang
Senior Manager-Sales and Marketing, USP-India

Ashok joined USP-India in April 2006 as a Customer Relationship Manager. In his current role as Senior Manager, Ashok is the key customer contact in the India region and provides help to cultivate, expand and manage customer relations and outreach activities. He was associated with the pharmaceutical industry for the last 14 years, serving most recently as a senior product specialist at a leading international analytical instrumentation manufacturer. He is also a pharmacopeial education instructor.

M.Sc. (Honors) in Chemistry, Panjab University, Chandigarh
M.B.A. in Marketing, MD University, Rohtak, ADMD - IIM, Ahmedabad

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R. Karthik Iyer
Customer Relationship Manager, USP-India

Before becoming part of the USP-India team in November 2008, Karthik gained more than 6 years of experience in the marketing and sales of high-end life science products throughout India, serving most recently as a regional sales manager for a large, international laboratory instrument distributor. Karthik's familiarity with India's diverse markets, along with his scientific acumen, enhances his ability to establish and maintain strong relationships with USP customers.

B.Sc. (Honors) in Bio-Sciences, Sri Sathya Sai Institute of Higher Learning, Prasanthi Nilayam
M.Sc. in Microbiology, University of Mumbai

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George Mathew
Senior Executive-Customer Services, USP India

George joined USP-India in December 2006, bringing with him 13 years of experience in customer service and sales operations, most of which was spent working with pharmaceutical companies and research organizations. George relies on his strong communication and data management skills to provide real-time support to direct customers and resellers in India.

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USP-CHINA ACCOUNT MANAGEMENT TEAM



普通话/國語/English

Diana S.F. Zhang
Marketing Manager, USP-China

Diana joined USP-China in July 2006 as a Customer Relationship Executive. In her current role as Marketing Manager, Diana provides product support, organizes customer outreach activities, and helps USP build strong customer relationships in the Greater China region. Prior to USP, she worked in a European API sourcing company based in Wuxi, where she gained rich knowledge about the market and the industry.

B.S. China Pharmaceutical University
M.B.A. Fudan University, China

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普通话/國語/English

Kevin H.X. Cao
Customer Relationship Manager, USP-China

Kevin joined USP-China in March 2007 as Customer Relationship Manager. Prior to USP, he spent more than 9 years in China's pharmaceutical industry, most recently acting as Country Operation Manager for SOTAX International Trading Co., Ltd., in Shanghai. Kevin's well-rounded experience in strategic planning, new product and market development, and QA is a great asset to providing comprehensive standards solutions for customers in the USP-China region.

B.S. in Economics, Shenyang Pharmaceutical University, China
M.B.A. East China University of Science and Technology

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普通话/國語/English

Doris Y. Wang
Customer Relationship Executive, USP-China

Prior to joining USP-China in December 2007, Doris gained nearly 5 years' experience in sales, business development management, and import and export operations with Sinopharm Chemical Reagent Co., Ltd. Her work with different end-users in the chemical and pharmaceutical industries is beneficial in interacting closely with our customers in the USP-China region.

B.S. in Chemistry and International Business, Shanghai University, China

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