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 12 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

Contact: RW@usp.org; +1-301-816-8212

Barbara B. Hubert
Director, USP Sales

Barbara has more than 30 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

Contact: BBH@usp.org; +1-301-816-8333

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

Contact: PJC@usp.org; +1-301-318-2071

Holly Chang
Senior 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

Contact: HMC@usp.org; +1-301-230-6310

Joseph Eaton
National Account Manager

Joe has been with USP since 2002 and joined the Account Management Team in December 2010. Previously, he worked in USP's laboratories on performance testing methods of dosage forms, characterization of USP Reference Standards, and development of analytical testing methods. His laboratory experience makes him well suited to assist USP customers.

B.S. in Chemistry, Virginia Polytechnic Institute and State University

Contact: JWE@usp.org; +1-301-998-6817

Christine Hiemer
Senior National Account Manager

Christine joined 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

Contact: CWH@usp.org; +1-301-230-6351

Michael Higdon
Senior International Account Manager

Michael joined USP in September 2011. He began his career in research at the University of Alabama at Birmingham developing calcium imaging techniques used in renal physiology. With more than 20 years' experience in spectroscopy and biologic imaging capital equipment sales, he brings a plethora of knowledge in managing distributors, manufacturers representatives, and direct sales forces throughout Europe and Asia. Michael's years of sales experience and his understanding of multicultural environments offer significant resources for USP.

B.S. University of Alabama at Birmingham

Contact: MEH@usp.org; +1-301-816-3211

Diana P. Lenahan
Senior Account Specialist

Diana has been with USP for 25 years, supporting 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.*

Contact: DPL@usp.org; +1-301-816-8530

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

Contact: LM@usp.org; +1-301-998-6797

Doreen McDonald
Senior National Account Manager

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

Contact: DMD@usp.org; +1-301-816-8557

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.

B.S. in Chemistry, University of Redlands, California

Contact: RS@usp.org; +1-301-816-8230

Europe, Middle East, and Africa Account Management Team

Deutsch/Français/English

Alex Fiechter
Senior International Account Manager, Central and Eastern Europe

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.

Contact: AXF@usp.org; +41 (0)61 316 30 10

Français/English

Benoît Rime
Senior International Account Manager, Western Europe (Belgium, France, Spain, Portugal), Africa, and Middle East

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

Contact: BR@usp.org; +32 (0)2 633 35 09

Carmel M. Molloy
International Account Manager, Ireland, U.K., and Israel

Carmel joined USP in March 2010 and became part of the Account Management Team in May 2011. She has several years of experience in the pharmaceutical and healthcare industries, working in both formulations and validation. She is also a certified Project Manager. Her unique background is an asset in addressing the needs of customers and helping them understand and utilize USP resources more effectively.

M.Sc. in Chemistry, Trinity College, University of Dublin, Ireland

Contact: CZM@usp.org; +1-301-816-8314

USP–Brazil Account Management

Portugués/English/Español

Henrique Araujo R. Silva
Customer Relationship Manager, USP–Brazil

Henrique joined USP–Brazil in 2010 after successfully assembling a commercial office and sales team for a laboratory products distributor in Brazil. He brings with him more than 6 years of experience as sales and product manager at Millipore, where he dealt directly with customers and supported distributors from Brazil, Argentina, and Chile. Henrique knows how to answer customers' technical issues and help distributors reach their sales targets. Also, he has worked inside the lab for the pharmaceutical industry.

B.Sc. in Pharmacy and Biochemistry, University of São Paulo, Brazil
M.B.A. Getúlio Vargas Foundation, Brazil

Contact: HAS@usp.org; +55 (11) 3245-6405 or +55 (11) 6197-0357

USP–India Account Management Team

Ashok Dang
Director–Marketing and Technical Services, 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 past 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, India
M.B.A. in Marketing, MD University, Rohtak, ADMD - IIM, Ahemdabad

Contact: AD@usp.org; +91 (40) 2348 0088, Ext 908; +91-40-4448 8908 (Direct); or +91800159992 (Mobile)

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, India

Contact: RKI@usp.org; +91 (40) 2348 0088, Ext. 118 or **+91 (00) 98668 97377 (Mobile)**

George Mathew
Senior Customer Service Executive, 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.

Contact: GM@usp.org; +91 (40) 2348 0088, Ext. 112

USP–China Account Management Team

普通话/國語/English

Diana S.F. Zhang
Senior 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

Contact: DZ@usp.org; +86-21-51370600

普通话/國語/English

Kevin H.X. Cao
Senior 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

Contact: KWC@usp.org; +86-21-51370600

普通话/國語/English

Doris Y. Wang
Senior PE Coordinator, 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

Contact: DW@usp.org; +86-21-51370600

普通话/國語/English

Wenjun Cao
Customer Relationship Executive, USP–China

Wenjun joined USP in 2008 and became a USP Customer Relationship Executive in January 2011. Previously, he worked in the USP Reference Standards Laboratory characterizing and analyzing USP Reference Standards. Prior to USP, he spent more than 5 years in China's pharmaceutical industry, worked in Spectrum-China Lab, BMS' Shanghai factory, and SINE's R&D department, where he gained rich knowledge about GMP, QC, etc.

B.S. East China University of Science and Technology

Contact: WEC@usp.org; +86-21-51370600

USP Customer Service Team

The USP Customer Service Team receives, processes, and fulfills all orders for USP Reference Standards and publications. All members can be contacted at custsvc@usp.org or 1-800-227-8772 (U.S. and Canada), +1-301-881-0666, or 00-800-4875-5555 (Select Europe). They develop specialized customer knowledge and build personal relationships in a continuous effort to better understand and serve your needs. Unless otherwise indicated, Customer Relationship Representatives are available Monday–Friday, 4:30 A.M.–6:00 P.M. EST.

Deutsch/English

Sibylle Huffman
Manager, Customer Service

Sibylle has been part of the USP Customer Service family since September 2005. She has over 9 years of progressive customer service experience and has a demonstrated commitment to quality and customer focus. She holds a Certified Quality Improvement Associate (CQIA) certification and speaks fluent German and English.

B.S. in Business Management, University of Phoenix

Contact: SYH@usp.org; +1-301-816-8197, or Europe only 00-800-4875-5555, Ext. 8197

Available 8:30 A.M.–4:30 P.M. EST (1:00 P.M.–9:30 P.M. GMT)

Julie Smith
Senior Customer Service Representative for Controlled Substances

Julie has been with USP for 15 years. Customer service has always been her preferred field because she likes to work with people and fulfill their needs. The constantly increasing demand for USP Reference Standards and standards publications keeps her busy, and she enjoys it. She specializes in handling the complex paperwork and procedures related to the international export of controlled substances.

Contact: JULS@usp.org; +1-301-816-8164 or 1-800-227-8772, Ext. 8164

Available 8:30 A.M.–5:00 P.M. EST (1:30 P.M.–10:00 P.M. GMT)

Ruth Jourdain
Senior Customer Service Representative for National Accounts

Ruth joined USP Customer Service in July 2004. She has more than 15 years' experience in sales and customer relations. Ruth enjoys talking with customers and handling their needs on the day shift.

Contact: RDJ@usp.org; +1-301-816-8110, or 1-800-227-8772, Ext. 8110

Available 8:00 A.M.–4:30 P.M. EST (1:00 P.M.–9:30 P.M. GMT)

Español/English

Henry Kummerfeldt
Americas Shift Supervisor

Henry joined our team in August 2006 to supervise the customer service shift serving the U.S., Canada, and Latin America. He speaks Spanish and English fluently and has more than 10 years' management experience in customer service and call center environments.

B.S. in Economics, George Mason University, Virginia

Contact: HWK@usp.org; +1-301-816-8160, or 1-800-227-8772, Ext. 8160

AVAILABLE 8:30 A.M.–5:00 P.M. EST (1:30 P.M.–10:00 P.M. GMT)

Olivia Hebron
Senior Customer Service Representative for Canadian Accounts

Olivia has been with USP for a total of 17 years. She uses her exceptional listening skills and experience in researching and troubleshooting issues and always keeps customer satisfaction as her guiding factor.

Contact: OH@usp.org; +1-301-816-8206 or 1-800-227-8772, Ext. 8206

AVAILABLE 7:30 A.M.–4:00 P.M. EST (12:30 P.M.–9:00 P.M. GMT)

Terri Markward
Senior Customer Service Representative for National Accounts

Terri has worked for USP for 20 years. Her problem-solving skills and patience are valuable assets. Experience has taught her that each customer's needs are unique and require special attention. Terri believes that high-level customer service also calls for innovation and initiative, both of which she consistently brings to her work.

Contact: TAM@usp.org; +1-301-816-8107 or 1-800-227-8772, Ext. 8107

AVAILABLE 7:30 A.M.–4:00 P.M. EST (12:30 P.M.–9:00 P.M. GMT)

Deutsch/English

Stephanie Holton
Customer Service Representative

Stephanie joined USP in June 2011. Prior to this, she spent 4 years teaching math and other foreign languages, and also provided customer service in education and IT. Stephanie lived in Japan and Germany for most of her life. She is currently pursuing her master's degree in applied linguistics from Aston University in the U.K. Stephanie enjoys meeting people and learning about different cultures. She is fluent in German and English with working knowledge of French, Spanish, and some Japanese.

Contact: SZH@usp.org; +1-301-816-8117 or Europe only 00-800-4875-5555, Ext. 8117

AVAILABLE 4:30 A.M.–1:00 P.M. EST (9:30 P.M.–6:00 P.M. GMT)

Español/English/Italiano

Bella Tonini
Customer Service Representative

Bella joined USP Customer Service in April 2010. She brings to USP more than 20 years in customer service in the healthcare field. Fluent in Spanish, English, and Italian, Bella likes to help both domestic and international customers. She also has acted as a medical translator at Children's Hospital for the Spanish-speaking community.

Contact: bt@usp.org; +1-301-816-8194 or 1-800-227-8772, Ext. 8194

AVAILABLE 8:30 A.M.–5:00 P.M. EST (1:30 P.M.–10:00 P.M. GMT)

Español/English

Manuel Martinez-Jimenez
Senior Customer Service Representative

Manuel joined the Customer Relationship Management Team in May 2006. Customer service has always been his preferred field because he likes to work with people and fulfill their needs. He has 10 years' customer service experience in the telecommunications industry and in government helping educate the public on consumers' rights and preventing identity theft.

Contact: MMJ@usp.org; +1-301-816-8115 or 1-800-227-8772, Ext. 8115

AVAILABLE 9:30 A.M.–6:00 P.M. EST (2:30 P.M.–11:00 P.M. GMT)

Français/English

Florence Clarke
Senior Customer Service Representative–Asia

Florence, who began working for USP as a temporary employee in 2005, became a full-time staff member in 2006. Before joining our team, she spent 5 years as a Web site developer for a health technology company and more than 10 years as an administrative assistant. She also spent 2 years working for the United Nations in Geneva, Switzerland. Florence speaks conversational French and is fluent in English.

Contact: FXC@usp.org; +1-301-998-6826 or 1-800-227-8772, Ext. 6826

AVAILABLE 9:30 A.M.–6:00 P.M. EST (2:30 P.M.–11:00 P.M. GMT)

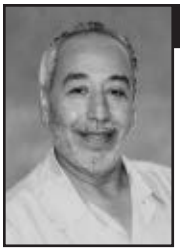
Hindi/Urdu/Bangla/Punjabi/English

Surinder Singh
Europe/Asia, Shift Supervisor

Surinder became part of the USP Customer Service Team in October 2006. Before USP, he developed his customer relationship skills as a collections supervisor. Surinder also worked as a teacher for 5 years in India. He speaks English and several Indian dialects.

Contact: SBS@usp.org; +1-301-998-6805 or 1-800-227-8772, Ext. 6805

AVAILABLE 4:30 A.M.–1:00 P.M. EST (9:30 A.M.–6:00 P.M. GMT)



عربي /Italiano/English

Abdalla Arifi-Osman
Customer Service Representative

Abdalla is a Customer Service Representative for our European customers. He began working for USP in August 2005 and works on the European shift. Abdalla speaks fluent Italian, Arabic, and English, and comes to USP with more than 20 years of sales and customer service experience. He also has experience working in the Embassy of the United Arab Emirates in Washington, D.C., and has acted as an interpreter in numerous positions throughout his career.

Contact: AA@usp.org; +1-301-816-8123, or Europe only 00-800-4875-5555, Ext. 8123

AVAILABLE 4:30 A.M.–1:00 P.M. EST (9:30 A.M.–6:00 P.M. GMT)