



# Hsin Yu Chao

Product Specialist

## 👤 Profile

- People oriented Product Specialist with 2.5 years of experience working in medical device sales. Motivated and passionate about understanding innovative medical device that help in enhance patient care and improve clinical outcome.
- Building connections and personal relationships with healthcare professionals while addressing their challenges, leading to improved customer satisfaction and sales.
- Deliver continuing medical education to users and healthcare professionals to deepen their understanding of the product.

## Details

+60167519569

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## Skills

Good Communication

Initiative and Problem-solving Abilities

Effective Time Management

Customer Focus

Client research and analysis

## 📅 Employment History

### Product Specialist at Intega Healthcare.

Since Sept 2022 – ongoing

- Achieved a 50% increase in sales revenue over two years by expanding the potential client base.
- Approach diverse specialties to effectively manage multiple distinct products.
- Worked closely with multidisciplinary teams to enhance the sales process and elevate the customer experience.
- Provide education and training to user, ensuring user satisfaction and knowledge in product usage.
- Provide on-site support to ensure proper device operation, reducing error, enhancing patient safety, and collect user feedback to address concerns.

## Languages

### Mandarin:

Native

### English:

Intermediate

### Bahasa Malaysia:

Beginner

### Physiotherapy at Columbia Asia Hospital Iskandar Puteri

Since Nov 2021-Sept 2022

- Educate patients regarding their condition
- Identified and met patient goals and needs
- Implemented and documented patient status
- Maintained patient confidentiality
- Communicated with patient's physician regularly to ensure consistent care
- Evaluated effects therapy and keep detailed records of patient
- In charge for in and out patient with daily average of > 20 patients

## Employment History

### **Community Physiotherapy at Alpro Pharmacy**

Since Nov 2021-Sept 2022

- Provide quick fix for walk in patients
- Educate walk in clients regarding their condition
- Provide e-consultation for patients
- Create post regarding muscular health, cardiorespiratory and neurological knowledge to internal group as well as Facebook page
- Knowledge about supplement, medication and joint support

## Education

### **Bachelor (Hons) of Physiotherapy, Mahsa University College for Health and Medical Science, Petaling Jaya**

September 2016 — September 2020

Thesis title: Effect of Backward Running Prior to Plyometric Training Among Young Recreational Basketball Players

## Courses

### **Introduction to the rehab pilates, Pilatique Pilates & Physiotherapy Studio**

October 2019 — October 2019

### **Strength & Conditioning Prescription Workshop, Advance Rehabcare Academy**

October 2019 — October 2019

### **International Physiotherapy Conference in Neurology, MAHSA University**

July 2019 — July 2019

