

Cyrus Valencia

Senior Director, Industry Relations

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STRENGTHS

- 🔗 **Executive Partnership**
Built trusted manufacturer relationships through clear decisions, candid reviews, and follow through. Senior clients returned for guidance.
- 🚀 **Launch Leadership**
Guided oncology and specialty therapy launches across teams. One focus stayed constant, patient access remained visible in every decision.
- 👥 **Team Development**
Coached directors, managers, and account leaders through expectations and succession planning. Colleagues often sought practical counsel during escalations.
- ♥️ **Market Access**
Connected payer, provider, reimbursement, and pharmacy insights with client strategy. Hard access barriers became clearer action plans.
- 📌 **Risk Management**
Raised operational and client risks early, then brought leaders together around mitigation. Direct conversations protected service quality.

SKILLS

Biopharma Partnerships Oncology
Rare Disease Specialty Pharmacy
Market Access
Patient Support Programs
HUB Services Product Launches
Lifecycle Management
Reimbursement
Account Management
Executive Relationships

SUMMARY

Senior healthcare commercial leader with 17 years across **specialty pharmacy**, biopharmaceutical partnerships, **market access**, **patient services**, and complex commercialization programs. Leads directors and senior account leaders while advising C suite, brand, market access, and commercial stakeholders across oncology and rare disease portfolios. Shapes launch strategy, patient support programs, HUB services, **limited distribution networks**, reimbursement strategy, specialty pharmacy operations, and lifecycle planning. Connects operations, analytics, quality, technology, provider engagement, implementation, and business development around client retention, patient access, growth, and financial performance. Brings executive presence, market intelligence, organizational change leadership, negotiation, risk management, and talent development experience suited to highly matrixed healthcare environments. Prepared to support strategic manufacturer partnerships through clear decisions, accountable teams, and lasting client value.

EXPERIENCE

Vice President, Manufacturer Partnerships

Meridian Specialty Care Solutions 📅 January 2023 - Present 📍 Philadelphia, PA

Leads strategic oncology and rare disease manufacturer partnerships, directing senior stakeholders and coordinating patient services, operations, analytics, quality, technology, and business development. Owns executive communication, commercialization planning, risk decisions, client retention, patient access, launch performance, and portfolio growth.

- Led **oncology launch governance** across patient services and analytics, improving executive visibility into delivery risks.
- Aligned technology, quality, and operations leaders around manufacturer priorities, resolving dependencies before client reviews.
- Presented **market intelligence** and financial analysis during escalations, guiding practical decisions for client outcomes.
- Built **succession planning** routines for senior account leaders, strengthening coaching, accountability, and continuity.
- Directed cross functional planning for **rare disease** programs, supporting access, retention, and **portfolio growth**.

Senior Director, Strategic Accounts

HarborPoint Patient Services 📅 March 2019 - December 2022 📍 Baltimore, MD

Directed specialty pharmaceutical accounts and senior client relationships across HUB services, reimbursement, launch governance, implementation, analytics, operations, and technology. Managed executive business reviews, account planning, escalations, retention, expansion, patient service quality, and launch stabilization.

- Led HUB **launch governance** for specialty therapies, stabilizing implementation through clear account priorities.
- Used root cause analysis during **executive reviews**, converting service issues into assigned corrective actions.
- Coordinated reimbursement, analytics, **operations**, and **technology** teams through complex implementation milestones.
- Expanded account planning discipline with **coaching** routines that improved **escalation** ownership and client confidence.
- Guided patient service teams through launch stabilization, protecting retention and supporting program expansion.

Director, Market Access and Client Strategy

Arcadia Oncology Services 📅 July 2015 - February 2019 📍 Princeton, NJ

Client Retention Risk Mitigation

Organizational Change

LANGUAGES

English Native

Spanish Proficient

MY CAREER



● Vice President, Manufacturer Partnerships at Meridian Specialty Care Solutions (3.7 Years)

● Senior Director, Strategic Accounts at HarborPoint Patient Services (3.8 Years)

● Director, Market Access and Client Strategy at Arcadia Oncology Services (3.6 Years)

● Senior Manager, Manufacturer Services at BlueRidge Specialty Pharmacy (3.1 Years)

● Manager, Patient Access Programs at Keystone Therapeutics Services (2.5 Years)

Led oncology market access and client strategy across payer, provider, specialty pharmacy, patient service, analytics, operations, quality, and technology teams. Advised clients on network strategy, reimbursement, patient access, performance trends, and durable commercial relationships.

- Shaped oncology network strategy using payer and provider insights, improving alignment across access stakeholders.
- Translated **reimbursement** trends into client recommendations for patient services and **specialty pharmacy operations**.
- Coordinated **quality**, technology, **analytics**, and operations leaders around shared access priorities.
- Coached managers through cross functional planning, strengthening **accountability** for client deliverables and escalations.
- Presented performance findings to senior stakeholders, supporting **patient access** decisions and relationship continuity.

Senior Manager, Manufacturer Services

BlueRidge Specialty Pharmacy 📅 May 2012 - June 2015 📍 Richmond, VA

Managed manufacturer services for specialty therapies, supporting limited distribution, payer dynamics, **specialty pharmacy operations**, reimbursement, provider services, patient services, and launch readiness. Guided staff, client recommendations, program trends, and risk mitigation across **commercial** milestones.

- Prepared limited distribution launch plans with pharmacy and reimbursement teams, clarifying readiness gaps.
- Used business review analysis to surface program trends and guide manufacturer recommendations.
- Coordinated **provider** services, pharmacy operations, and patient support teams through launch milestones.
- Coached staff on **escalation** workflows, improving documentation quality and response consistency.
- Presented risk mitigation options that supported **commercialization** decisions and client confidence.

Manager, Patient Access Programs

Keystone Therapeutics Services 📅 October 2009 - April 2012 📍 King of Prussia, PA

Managed specialty pharmaceutical patient access programs across benefit verification, reimbursement support, patient services, manufacturer account teams, and service operations. Guided coordinators, escalations, performance reporting, workflow documentation, implementation readiness, and service quality.

- Managed benefit verification workflows for specialty therapies, improving clarity across patient access cases.
- Used **payer** barrier reporting to prioritize escalations and guide manufacturer account discussions.
- Coordinated service operations with manufacturer teams during implementation readiness activities.
- Coached coordinators on documentation standards, strengthening case consistency and service quality.
- Reviewed performance reports with stakeholders, supporting **patient access** decisions and operational follow through.

LEADERSHIP & AWARDS

- Executive Mentor, Healthcare Commercial Leadership Mentoring Program, 2021 to Present
- Conference Panel Contributor, Specialty Pharmacy Industry Forum, 2018 to Present

EDUCATION

Master of Business Administration

Temple University 🎓 GPA: 4.0 📅 2014 📍 Philadelphia, PA

Coursework: Strategic management, healthcare economics, financial analysis, organizational leadership

Bachelor of Science in Health Services Administration

Drexel University 🎓 GPA: 4.0 📅 2009 📍 Philadelphia, PA

Coursework: *Healthcare finance, healthcare policy, operations management, health services planning*

CERTIFICATIONS

- Master of Business Administration 📅 2014
- Bachelor of Science in Health Services Administration 📅 2009

TECHNICAL SKILLS

- **Specialty Pharmacy:** Specialty pharmacy operations, limited distribution networks, patient access
- **Manufacturer Relations:** Biopharmaceutical partnerships, strategic account management, executive relationships
- **Market Access:** Payer strategy, provider engagement, reimbursement strategy
- **Patient Services:** Patient support programs, HUB services, benefit verification
- **Commercialization:** Commercialization strategy, product launches, lifecycle management
- **Account Governance:** Strategic account planning, executive reviews, launch governance
- **Leadership Development:** Coaching, succession planning, performance management
- **Business Performance:** Client retention, portfolio growth, financial performance
- **Risk Management:** Risk mitigation, escalation management, conflict resolution
- **Healthcare Analytics:** Performance analysis, market intelligence, business review analysis
- **Operations Coordination:** Implementation, quality, technology, business development
- **Therapeutic Areas:** Oncology, rare disease, specialty therapeutics

PROFESSIONAL AFFILIATIONS

- Healthcare Commercial Leadership Mentoring Program, Executive Mentor, 2021 to Present
- Specialty Pharmacy Industry Forum, Conference Panel Contributor, 2018 to Present

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST