



A2 ACHIEVE PROFESSIONAL GAP ANALYSIS OLIVIA COGGINS

What I See When I Look at Your Career as a Whole

Olivia, the first thing I see is that your biggest problem is **not that you do not have enough experience**. You are early in your career, so you are naturally going to have less professional experience than someone who has been working for five or ten years. But for someone at your career stage, you actually have several pieces that are much stronger than they initially appear: a Biomedical Sciences degree with a chemistry minor, meaningful laboratory coursework, hands on exposure to forensic investigations, current healthcare experience, promotion within the pharmacy, training experience at two employers, high volume customer and patient interaction, and evidence that people trust you with increasingly important responsibilities.

The bigger issue is that those pieces currently point in **two different career directions**. You are interested in pharmaceutical or medical sales, but you are also genuinely interested in forensic science, chemistry, toxicology, and laboratory work. Those are both reasonable paths for you, but they are not the same job search. We should not try to make one resume tell both stories at the same time. Your master Working Resume should hold all of it, but your targeted materials need to separate the two. You specifically identified Pharmaceutical or Medical Sales Representative and Forensic Scientist or Chemist roles as your targets.

There is also something else important here: you are not trying to escape a bad work situation as much as you are ready to be challenged. You told me you have started to feel under challenged and want your next role to let you use the education you worked hard to earn. That is a very reasonable career transition story, and it is much stronger than trying to frame Disney or pharmacy as somehow being mistakes or detours.

Career Target

Right now, I see two legitimate tracks.

Track One: Forensic Science, Chemistry, Toxicology or Laboratory Work

This is the more obvious academic connection. You have a Bachelor of Science in Biomedical Sciences with a minor in chemistry, a 3.62 GPA, and cum laude honors. Your coursework includes General Chemistry I and II with labs, Organic Chemistry I and II with labs, Biochemistry I and II, Quantitative Analysis and Lab, Pharmacology, Immunology, Genetics and Genomics, Microbiology in Healthcare, Introduction to Forensic Sciences, Forensic Anthropology, Physics, anatomy and physiology, and additional science courses.

You also have academic laboratory exposure to equipment and methods including gas chromatography and mass spectrometry equipment, PCR, centrifugation, microscopy, pipetting, and ELISA.

Most importantly, you do not have to tell an employer that you are merely “interested” in forensic science. You completed approximately 60 hours as a CSI Intern with the Daphne Police Department. You observed or participated in the observation of roughly 20 to 50 investigations or evidence processing activities, learned latent fingerprint dusting and observed cyanoacrylate fuming, learned evidence packaging procedures, observed crime scene and evidence photography, saw evidence storage and disposal procedures, observed a postmortem examination and evidence collection, visited a technology evidence lab, and toured the Alabama Department of Forensic Sciences laboratory areas covering DNA analysis, chemical analysis, firearms and toolmarks.

You have already applied and interviewed for the State Professional Trainee position with the Alabama Department of Forensic Sciences. That matters. It does not mean every forensic job will accept your exact coursework, but it is good evidence that this direction is not theoretical for you.

Your biggest gap on this path is straightforward: **you have scientific education and forensic exposure, but you do not yet have full time professional laboratory or forensic casework experience.** That is an early career gap, not a career killing gap.

For this track, I would concentrate on titles such as:

- Forensic Scientist Trainee
- Forensic Laboratory Trainee
- Forensic Chemistry positions
- Forensic Biology positions
- Toxicology laboratory positions
- Laboratory Technician
- Laboratory Analyst
- Entry Level Chemist
- Scientific Technician or Analyst positions where your coursework qualifies you

We will need to examine each actual posting because forensic science jobs can be very particular about required coursework. I do not want to assume that every Biomedical Sciences degree automatically satisfies every forensic chemistry or biology requirement.

Track Two: Pharmaceutical and Medical Sales

This path requires us to tell your story differently. Your concern about not having formal sales experience is legitimate. You have not given me evidence of quota carrying sales, territory ownership, prospecting, pipeline management, CRM management, or formal business development. I am not going to disguise that. But you have much more sales relevant experience than your job titles make obvious.

At Payless Pharmacy, you work directly with patients, pharmacists, healthcare professionals, physician offices, other pharmacies, medications, pharmaceutical ordering systems, inventory and purchasing. You help evaluate pricing when ordering medication, communicate with patients about problems, resolve concerns, and work in a high volume environment processing more than 300 prescriptions per day.

You also interact with doctors' offices and other pharmacies and understand that maintaining those professional relationships affects patient care.

That matters for medical and pharmaceutical sales because you already understand a healthcare environment from the inside. You know what a busy pharmacy looks like. You know how healthcare professionals communicate. You know how medication availability, price, inventory and patient needs interact.

Disney gives you another piece. You served approximately 400 to 1,000 guests a day depending on location, worked across multiple service environments, resolved customer concerns, handled transactions and eventually became a trainer.

You are therefore not coming into a sales role with no customer experience. Your gap is **direct sales mechanics**, not people skills.

For this track, I would be comfortable targeting true entry level pharmaceutical and medical sales roles, but I would also keep an eye on adjacent roles that could get you into the industry and create a faster path to a full representative position. The mistake would be presenting yourself simply as: Pharmacy Technician seeking to enter sales.

Your better story is: Biomedical Sciences graduate with healthcare experience, pharmaceutical product exposure, purchasing and inventory responsibility, high volume patient and provider communication, training experience, and a strong record of learning quickly in regulated environments.

That is a much more competitive starting point.

Your Career Story

Your career actually tells a coherent story once we stop looking only at titles. You earned a science degree.

You then did something that may look unrelated on paper: the Disney College Program. But Disney gave you intensive experience with people, pace, conflict resolution, customer service, adaptability and training. You were selected to become a trainer even though you note that this was not typically a role given to College Program participants. You ultimately trained approximately 10 to 15 people.

Then you moved into pharmacy, where your science education became much more relevant. You started as a clerk during summers beginning in May 2022 and were later promoted to Pharmacy Technician. You are now working directly with medications, patients, healthcare professionals, HIPAA protected information, purchasing, inventory and prescription workflow.

Meanwhile, your CSI internship gives us another bridge directly into forensic science.

So your story is not:

“I graduated and have bounced around trying to figure out what to do.”

It is:

“I built a strong science foundation, developed unusually strong customer service and training experience at Disney, moved into direct healthcare operations in pharmacy, and am now ready to use that combination in a more specialized professional career.”

That is the story I want employers to understand.

Experience You Clearly Have

You already have meaningful evidence of:

- Healthcare experience
- Patient communication
- Healthcare provider communication
- Pharmaceutical exposure
- Prescription processing
- Medication inventory
- Medication purchasing
- HIPAA compliance
- Handling sensitive information
- High consequence accuracy
- Problem solving
- Customer conflict resolution
- High volume operations
- Training and onboarding
- Informal leadership
- Process improvement
- Team based work
- Point of sale transactions
- Forensic observation
- Evidence handling exposure
- Crime scene photography exposure
- Latent fingerprint processing exposure
- Scientific laboratory coursework
- Laboratory equipment exposure
- Event planning
- Volunteer coordination
- Fundraising
- Working with diverse populations

Experience You Have but Are Not Marketing Strongly Enough

This is where I see one of your biggest opportunities.

Pharmacy Operations

You are not merely “filling prescriptions.” Your pharmacy processes approximately 300 or more prescriptions every day. You help prioritize workflow according to whether a patient is physically waiting, in the drive through, expecting delivery, on the way, coming later that day or coming the following day. You explained that this makes the workflow smoother and allows waiting patients to be served first while maintaining accuracy. That is operational judgment.

Inventory and Purchasing

You help with purchasing and inventory every day. When the pharmacy stopped using its Parata automated dispensing machine for fast moving medications, you helped reorganize those products for manual workflow. You placed the most frequently used medications closer to the technician pull

and scan area and began writing order dates on stock bottles so employees could quickly identify what had already been ordered. You said this helps the pharmacy avoid running out of critical medication while also reducing accidental duplicate orders. That is a much stronger accomplishment than “stocked medication.”

Training

You have trained three pharmacy technicians. You said new technicians can generally become independent in basic areas such as counting and labeling within a few days, with broader independence developing over the following month or two. At Disney, you trained approximately 10 to 15 employees across three different work areas, generally spending two to three shifts in each area during a two week training process. Training is one of the clearest examples of people trusting you with more than entry level responsibility.

Leadership

You have not had many formal leadership titles, but the pattern is there. You described stepping into busy Disney shifts and helping direct people into different roles so the team could operate more efficiently. At Payless, coworkers come to you with questions about workflow and medication status. You have also been the sole pharmacy technician and have stepped in when the team was understaffed or operations became chaotic. That is informal operational leadership.

Fundraising and Event Work

Your Chi Omega experience should not be reduced to “sorority member.” You assisted with event planning, SongFest, Bid Day, volunteer coordination and recruitment activities. In your follow up information, you estimated that your chapter raised approximately \$60,000 for Make A Wish during your four years at South Alabama. That can support either career story because it demonstrates communication, teamwork, organization and initiative.

What Is Truly Missing

For Medical or Pharmaceutical Sales

The clearest missing pieces are:

- Direct quota carrying sales experience
- Territory management
- Prospecting
- Formal business development
- CRM experience
- Documented sales revenue
- Formal account management

Those are genuine gaps. What I do **not** want you to do is panic and try to collect random sales certifications to compensate. First, we apply strategically to genuine entry level positions and see how the market responds.

For Forensic or Laboratory Roles

Your real gaps are:

- Professional laboratory employment
- Independent forensic casework

- Formal evidence documentation or report writing
- Professional analytical testing experience beyond academic laboratories

You were very clear that you did not independently prepare reports, logs or formal evidence documentation during your CSI internship. We should preserve that distinction rather than overstating the internship. Again, for trainee and entry level positions, that is exactly what “entry level” is supposed to mean.

Education and Credentials

I do not see a reason right now to send you back to school. You already have a Bachelor of Science in Biomedical Sciences, chemistry minor, 3.62 GPA and cum laude distinction. Your coursework is extensive enough that we need to make sure employers actually see it when it is relevant. You are also an Alabama Licensed Pharmacy Technician and have completed laboratory safety and HIPAA compliance training.

Before pursuing any additional certification, I want to see it repeatedly requested in actual jobs you want. A credential is worthwhile if it opens a door. It is not worthwhile simply because we feel like your resume needs another line.

Professional Positioning

I would position you differently depending on the application.

Forensic and Laboratory Positioning

Biomedical Sciences graduate with a chemistry minor, academic laboratory experience, healthcare experience and hands on forensic career exposure through a CSI internship.

The supporting themes are:

- Scientific foundation
- Chemistry
- Laboratory methods
- Forensic exposure
- Accuracy
- Evidence handling
- Confidentiality
- Documentation awareness
- Regulated environments
- Problem solving

Pharmaceutical and Medical Sales Positioning

Science trained healthcare professional with direct pharmacy experience, patient and provider communication, pharmaceutical purchasing and inventory exposure, high volume customer service, training experience and a strong ability to learn complex information quickly.

The supporting themes become:

- Healthcare knowledge
- Pharmaceutical familiarity
- Communication
- Relationship building

- Customer service
- Purchasing
- Problem solving
- Training
- Adaptability
- High volume performance
- Coachability

Resume Gap

The biggest resume issue is going to be **positioning, not lack of content**. You told me you want a basic two page resume that you can tweak and repurpose. I agree with having a strong master source, but I do **not** want you simply changing the title at the top of the same finished resume and sending it to both types of employers.

You need:

1. **Working Resume:** everything we know about you.
2. **Forensic/Laboratory Resume:** science, chemistry, laboratory, CSI internship, regulated work, accuracy.
3. **Pharmaceutical/Medical Sales Resume:** healthcare, medications, patients, providers, inventory, purchasing, training, customer relationships, conflict resolution and performance under pressure.

We can absolutely pull those two resumes from the same master file. They simply should not look identical.

LinkedIn

You have a LinkedIn profile and want it refreshed, but the actual current LinkedIn content was not included in the materials I reviewed, so I am not going to pretend I have audited your current headline, About section or experience descriptions.

Your LinkedIn will need to solve an interesting problem because you have two potential paths. I would not make the headline so forensic specific that a medical sales recruiter immediately assumes you are uninterested in sales, nor would I make it so sales focused that a laboratory recruiter misses the science.

The LinkedIn story can be broader than either targeted resume:

Biomedical Sciences | Pharmacy & Healthcare Experience | Chemistry | Forensic Science Exposure | Training & Customer Relations

Then the About section can explain that you are exploring opportunities at the intersection of science, healthcare, laboratory work and client facing healthcare roles.

Networking

You are not currently a member of any professional scientific, healthcare, pharmacy, forensic science, criminal justice or young professional organizations. I do not consider that a serious gap. I would rather see you build five meaningful relationships than join five organizations and never speak to anyone.

You already have potential warm pathways:

- Your pharmacy owner and pharmacists
- Doctors' offices and other pharmacies you communicate with
- Pharmaceutical and medical representatives who interact with pharmacies and healthcare providers
- Your University of South Alabama science faculty
- Your Daphne Police Department CSI contacts
- Your Criminal Investigations Division contact
- Former Disney leaders
- Chi Omega alumnae
- Former classmates working in healthcare, laboratories or pharmaceutical companies

Those relationships are where I would start. For pharmaceutical and medical sales especially, I would begin asking people you already encounter through healthcare if they know representatives who would be willing to spend 15 or 20 minutes explaining how they entered the industry. For forensic science, I would reconnect professionally with your internship contacts and faculty.

Interview Readiness

You already have several excellent interview stories. We need to develop them before interviews instead of trying to remember them under pressure. I would prepare stories around:

- **The Parata transition and inventory change:** You helped redesign medication placement and ordering visibility after an automated dispensing system was removed.
- **Prescription workflow:** You helped prioritize waiting patients while keeping a high volume pharmacy moving accurately.
- **Controlled substance discrepancy:** You described retracing medication pull, count and packaging steps and using pharmacy software when counts do not match.
- **Disney trainer selection:** You earned trainer responsibility during the College Program and trained approximately 10 to 15 new employees.
- **Extremely high volume Disney shifts:** You stepped in, helped coworkers and directed work where needed.
- **Difficult patients or guests:** You have learned to listen, stay calm, understand the problem and find a solution.
- **CSI internship:** You can explain what you observed and learned without overstating what you independently performed.
- **Why you are leaving pharmacy:** You are grateful for what you have learned but want greater professional challenge and a role that uses your science education more directly.

That last answer should be very positive. There is no reason to criticize your current employer.

Genuine Risks

Risk 1: Trying to Target Two Careers With One Resume

This is the biggest correctable risk.

Solution: One master Working Resume, two targeted resumes.

Risk 2: Lack of Direct Sales Experience

This will matter for some pharmaceutical and medical sales positions.

Solution: Target true entry level roles and aggressively translate your healthcare, customer, purchasing, provider communication and training experience. Let employers decide whether they require prior sales rather than eliminating yourself automatically.

Risk 3: Lack of Professional Laboratory Experience

This will matter for some scientist and chemist positions.

Solution: Prioritize trainee and early career positions where your degree and coursework satisfy the actual requirements. Use the CSI internship and laboratory coursework prominently.

Risk 4: Being Too Broad in Your Search

You told me you are still uncertain about the exact path you want. That is completely manageable now, but it will become a problem if you submit generic applications everywhere. You do not have to choose your forever career today. You **do** need to choose which career you are applying to each time you press Submit.

Risk 5: Geography and Compensation

You would ideally like \$50,000 to \$70,000, with approximately \$40,000 to \$45,000 as the minimum you would consider. You prefer Nashville, Birmingham and New York City and would also consider Atlanta, Huntsville and Charleston. You do not want Florida, the West Coast, Mississippi or smaller towns, and you are open to significant travel.

Those parameters are reasonable search filters, but compensation will need to be evaluated against the actual city and opportunity. The documents alone do not give us enough information to determine what each market will pay.

FINAL ACTION PLAN

Do Now

First, we build the master Working Resume below.

Second, we create **two separate targeted resumes** from it:

1. Pharmaceutical and Medical Sales
2. Forensic Science, Chemistry and Laboratory

Third, refresh LinkedIn so it supports the broader career story without closing either door.

Fourth, begin collecting the few remaining numbers and dates that would make the resume stronger.

Next 30 Days

- Run both career tracks intentionally.
- For every job that genuinely interests you, compare the posting against your Working Resume before applying.
- Begin warm outreach through your pharmacy relationships, University of South Alabama network, Daphne Police Department contacts, Disney network and Chi Omega network.
- Prepare the six to eight interview stories above.

- Do not wait until you believe you meet 100 percent of a posting before applying to an entry level role.

Next 30 to 90 Days

- Watch the response.
- If the forensic resume consistently produces interviews, we continue concentrating there.
- If medical or pharmaceutical sales is generating strong traction, we lean harder into it.
- If sales recruiters repeatedly tell you they need prior sales experience, then we examine adjacent healthcare sales, clinical support or sales support roles as a bridge rather than randomly adding credentials.
- If forensic employers repeatedly identify the same missing laboratory skill or credential, then we address **that specific requirement**.

Monitor

- Application to interview conversion by career path
- Requirements repeatedly appearing in jobs you actually want
- Salary versus relocation market
- Whether additional certification would materially open doors
- Which work you are most excited about after interviewing and speaking with people actually doing the jobs

The goal is not to force you to pick a career before you have enough information. The goal is to make sure each employer sees a clear, believable reason that **their particular career makes sense for you**.