

Technical Account Manager - Provide technical guidance and support to resolve technical issues at clients using food engineering knowledge, HPLC, UV-Vis, HPTLC, FTIR, GC, SOPs, Microbiology Testing; Resolve clients' complaints with investigation, and corrective action and preventive action (CAPA); Resolve complex technical issues and provide guidance in collaboration with Quality Assurance department using project management, analytical methods including development, validation, and qualification; Formulate product solutions that best fit customer needs, such as demonstrating technical product features and functionalities; Prepare sales quotes, negotiate pricing, and provide business solutions to effectively close sales; Present and deliver sales programs, custom solutions, and answer questions related to pricing, product knowledge and availability; Travel to clients to promote products, enhance relationships with customers, address product queries and support projects (B to B sales) involving incorporation of nutritional ingredients into nutritional supplements and functional food applications; Track monthly and quarterly sales and profits to ensure optimal market share; Participate in the development, coordination, and execution of the company's sales strategy.

Must have Bachelor's degree in Natural Product Chemistry, Biochemistry, Biotechnology, or Agronomic Engineering plus 2 years experience in job offered. Require skills and knowledge in food engineering, CAPA, HPLC/HPTLC, FTIR, GC, Micro Testing, SOPs, Project management, B to B sales. Require 35% travel to unanticipated client locations in USA.

Job location: Anaheim, CA. Submit résumé referencing job code GIG001 to HR, Jiaherb, Inc., 1 Chapin Road, Unit 1, Pine Brook, NJ 07058.