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## Client Commercial Support Consultant (CCSC)

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REVIVO BioSystems is an innovative and service-oriented startup founded by a team of engineers and biologists, with many years of experience in biomedical engineering, cell cultures, microfluidics and tissue engineering. The company is aiming to become the Asian and global leading provider of enabling technologies and services for *ex vivo* and *in vitro* testing of chemicals, ingredients, cosmetic formulations and therapeutics. Our goal is to deliver products and services with unmatched quality, consistency, reproducibility, and ease-of-use. We are on a fast growing trajectory and are looking to expand our organization to further support the company's expansion, and building more opportunities to make the world a more sustainable and ethical place.

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The company has started offering consulting services to support clients with their Commercial Claims Strategy. Revivo's deep knowhow is of critical guidance when defining strong and differentiated claims, and to design tissue testing protocols.

We are looking for an experienced and senior individual with commercial claims expertise applied in marketing plans and based on data insight, in relevant Cosmetics, Nutritional/Nutraceutical and/or Pharmaceutical domains. The individual has a proven track record in developing commercial strategies and marketing & claims-based communication plans, and will come onboard as Revivo's Client Commercial Support Consultant.

This role will be crucial to develop deep and longer term relationships with selected clients. These knowhow-based consultancy engagements will form the basis for further ambitious & profitable growth, and a new support layer REVIVO BioSystems is offering its clients. The individual will have a key leadership & relationship position to drive all business aspects with the client, and the further development of the relationship. The individual will be accountable to the CBO, and take guidance from the company's management team.

The CCSC will be accountable for identifying, managing and executing the day-to-day consulting operations of the organization, and ensure the client's needs are connected to the internal and partner knowhow of REVIVO BioSystems. The individual will primarily focus on large corporates and build broad and deep relationships. The consultancy services can be broadened to smaller size companies once a good service-market-fit is identified.

Furthermore, the CCSC has a highly visible role, and is critical for developing Revivo's reputation and branding in the industry. The executional excellence in all aspects of the role enable Revivo to build its trusted position, and foster relationships that go beyond technical functions into the marketing and commercial organisations of our clients.

### **KEY ACCOUNTABILITIES/RESPONSIBILITIES**

#### **Main duties**

- Engage, convert and retain large Corporate Target Clients by developing and implementing a dynamic strategy addressing the commercial claims needs.
- Identify and execute consultancy opportunities based on Revivo's knowhow and regulatory knowledge among existing clients as a broadening of the engagements with them, and among pipeline opportunities as a first mode of engagement.
- Build trusting relationships with clients that enable an empathic engagement with a view on understanding, supporting and enhancing their commercial strategies in view of stronger claims differentiation. The

knowhow-based consulting is expected to deliver incrementally or disruptively stronger commercial executions.

- Negotiate consulting contracts and both short & longer term deals, and set contract pricing.
- Define consulting scope, collaboration model, regulatory framework and Revivo internal resourcing requirements.
- Coordinate the execution of the consultancy scope, attend client meetings where needed, lead all ongoing reports and delivery updates, and the final (if any) close-out reports.
- Identify testing services and product sales opportunities once the consulting services are being delivered.
- Build Revivo's industry experience based on client consulting engagements, and leverage key insights to keep Revivo's services up to date and meeting key client needs.

### **Complimentary duties**

- Support the CBO in developing critical financial targets and drive commercial pipeline growth.
- Identify any consulting skills training needs and coordinate implementation thereof.
- Position REVIVO as a reputable leader in the Cruelty-free organ-on-chip testing industry and develop activities, partnerships and engagements in support thereof
- Advise and consult the management team on general corporate and business strategic aspects in support of an ambition growth path for the company.
- Cultivate a strong and effective partnership with the R&D and testing services teams to define a commercial perspective early in the research and development process

### **MINIMUM REQUIREMENTS – EDUCATION AND EXPERIENCE**

Individuals applying for this critical position are required to have at least +10 years international experience in the ingredients and personal care industries, with long exposure to regulatory frameworks and commercial claims, in both multinational corporate and regulatory agencies positions. Having a STEM background is required while having BioMedical and/or BioEngineering experience in a relevant domain is a significant plus. Having an MBA or PhD or combination thereof is a strong advantage. It is crucial the individual comes with previous in-depth exposure to Marketing and Commercial Strategy expertise as exemplified by previously held positions, close team engagements and delivered projects. For this role, it is crucial the individual has a background of translating mechanistic process understanding and data into a range of relevant commercial claims, and reversely, be able to devise data generating approaches starting from desired claims strategies. The individual will display critical thinking skills to identify any discrepancies between the client needs and technical possibilities, and adjust accordingly to achieve the best possible and successful outcomes.

We expect candidates to have experience in the regulatory & compliance frameworks and approval processes, as well as a broad track record of active industry engagements and having worked at the interface of R&D, Open Innovation and Marketing functions. The individual needs to be able to showcase an ability of translating R&D outcomes in Marketing and/or Commercial executions, with a particular focus on claims articulation. Having experience in the regulatory & compliance frameworks and approval processes is a significant factor.

Since this role is highly interactive with the clients, the individual is required to showcase strong business acumen and interpersonal skills. A high level of adaptability is needed given the diverse nature of clients, and the different critical stakeholders that will be interacted with. Strong written and verbal communications abilities are needed to convey complex information and recommendation to a technical, executive and possibly regulatory audience. Additionally, the individual must be able to empathically listen to identify critical drivers of success for the client, and tailor the approach towards a win-win collaboration.

As a leader, the individual should have a creative instinct on how to grow and expand the [BD & Sales] capabilities of a young yet ambitious company, while having the ability to work closely with the broader leadership team to design and implement a vast range of aspects of the business in a highly dynamic and competitive environment. A high level of strategic, commercial & cultural awareness and an eye for strategic foresight and executional detail are essential.

As the high profile role is both outward & inward facing and highly collaborative, we expect the person to have a solid personal reputation and the ability to represent REVIVO's, motivate colleagues and inspire potential clients & partners, in line with Revivo Biosystems' operational principles and values. Although we are predominantly based in Singapore, leadership skills across geographies are a requirement, while the ability to manage projects and teams across cultures is essential.

A success oriented culture is highly dependent on leaders who lead by example, therefore, he/she must always be professional, work with integrity and actively promote ethics and compliance policies across the organization.

We are ultimately looking for an individual that will both contribute to building the business, but also grow the values and the Revivo Biosystems' culture. Together we will create the feel of the place, and establish a world leading company leading the future of Ethical Research.