|  |  |  |  |
| --- | --- | --- | --- |
|  | Samer  [Samer.333103@2freemail.com](mailto:Samer.333103@2freemail.com) | | |
| **11**  **Years In**  **Workforce**  **BS**  **Pharmacy**  **Country:**  **New Zealand**  **Date of Birth:**  **6th April 1980** | **QUALIFICATIONS SUMMARY** | |  |
| **CAREER OVERVIEW**  Astute, detail-oriented, and diligent professional with eleven comprehensive years of experience in various aspects of pharmacy operations. Seeking an opportunity to utilize proven strengths in a pharmaceutical-related business environment for additional growth, career advancement, and professional development.   * Demonstrate excellent communication and interpersonal skills, customer relationship adeptness, along with clinical and managerial skills. * Possess ability to provide exceptional leadership; self-motivated to work independently and unsupervised. * Confidently interface with colleagues and other health care professionals, including nurses, pharmacy technicians, and physicians; establish positive relationship with management and inspire personnel to achieve maximum results. | | |
| **CAREER OVERVIEW** |  | |
| Pharmaceutical Operations Management:   * Proactively performed multiple pharmaceutical functions, such as filling prescriptions, counseling patients, maintaining paperwork, and ensuring customer satisfaction through monitoring operational workflow and to prevent errors. * Coordinated activities associated with purchasing of pharmaceutical drugs; organized and returned all outdated and/or recalled medications while monitoring and maintaining inventory. * Held responsibility for quality assurance, security of controlled substance, and disposal of hazardous waste drugs, as well as all aspects of adherence to licensure requirements. * Initiated and operated successful community-based immunization program. * Utilized computerized pharmacy information management system and Excel to track inventory and maintain accuracy of pharmacy records.   Communications:   * Established and cultivated significant relationships with physicians, nursing, and other allied healthcare staff necessary to provide quality pharmacy services and customer support. * Maintained the highest levels of customer service at all times; immediately identified, addressed, and resolved all customer service issues. * Provided relevant information to patients regarding drug dosage and drug interactions. * Recommended over-the-counter medications and available medical devices to pharmacy customers. * Developed open communication and teamwork among pharmacy staff in order to improve operations.   Staff Management:   * Led and supervised a strong pharmacy team as well as evaluated their performance to ensure safe and legal processing, compounding, and delivery of prescription. * Directed pharmacy workers engaged in mixing, packaging, and labeling pharmaceuticals; prepared shift schedules for interns and technicians, as necessary. * Conceptualized and deployed marketing and operational strategies to double up prescription volume and expand client base. | | |
| **EDUCATION** |  | |
| **Bachelor’s Degree in Pharmacy, 2001-2005**  *University of Otago, Dunedin*  New Zealand | | |
| **WORK EXPERIENCE** |  | |
| **Manurewa Medical Centre  – Auckland *PHARMACIST/MANAGER          June 2011 – May 2016***  Duties:   * Accurately dispensing drugs to patients according to a doctors prescription. * Responsible for the day to day running of the Pharmacy. Providing a professional sympathetic and supportive service to patients and identifying the right healthcare solution to meet their needs. * Checking prescriptions for errors & making sure they are appropriate for patients. * Measuring, packaging, labeling and recording medications issued to patients. * Instructing patients on how to use medications, possible side effects and storage. * Contacting and working closely with other healthcare professionals. * Answering questions from patients and staff about medicines. * Ensuring the accuracy of all prescriptions, products and services supplied. * Helping to develop the pharmacy's electronic discharge system. * Managing and resolving complaints. * Talking to regular patients to see how their treatment is going. * Able to trains and supervise Pharmacy Assistants. * Communicating with customers sympathetically and supportively. * Giving private consultations when required. * Maintaining pharmaceutical stock, creating inventories and ordering more drugs. * Filing important documents in appropriate places in a timely manner that includes placing folders in file cabinets or documents in online document-management programs. * Accurately file systems that ensure employees have access to financial records, client records and research.   **Wilkinson Queenstown Limited  – Queenstown *MANAGER          February 2008 – May 2011***  Duties:   * Program, direct, review, and rectify pharmacy procedures. * Render assistance to the technical and professional personnel in mixing, compounding and dispensing of various medications utilized by and sold to hospital patients. * Make formal requests for all supplies needed. * Familiarize self with current new pharmaceutical preparations prescribed for utilization by patients to be able to render assistance to hospital staff. * Set up and maintain a certified system of keeping records and the preparation of yearly budgets. * Oversee the organization of inventories. * Establish and support pharmacy services in line with state and federal requirements. * Design and organize job descriptions and prepare annual performance evaluation on all employees in a prompt manner. * Support supervising staff with the annual budget and hand over capital expenditures in line with standard policies. * Evaluate and improve manual of Policy and Procedure every year. * Institute and implement enhancement of quality for the department. * Perform selection of departmental staff and give orientation and supervision, as well as dismissal when necessary. * Plan, administer, organize, and successfully implement all activities in relation to the pharmacy operations. * Provide guidance on medications and prescriptions and over-the-counter drugs in line with hospital policies. * Keeping supply rooms and cabinets stocked with paper, pens and other office supplies. * Handles customers’ inquiries and develops resolution if possible.   **Grays Unichem Pharmacy  – Balclutha *PHARMACIST/MANAGER          March 2006 – January 2008***  Duties:   * Responsible for dispensing prescriptions by following standard operating procedures for receiving, filling, dispensing, logging, and maintaining loss prevention controls. * Ensure that policies and Federal and State laws and regulations in all prescription-related issues. * Provide counseling on both prescription medications and over the counter medications per Company policy and as required by State and Federal law. * Ensure that all control drug policies and procedures as required by State, Federal, and Company guidelines are followed. * Perform trouble shooting functions for third party discrepancies and other prescription filling issues and verifies that all required pharmacy, pharmacist and technician licenses/registrations are current and valid as required by State, Federal, and Company guidelines. * Assuring that all prescription drugs and controlled substances are safe and secure in the pharmacy. * Being present at least half the time the pharmacy is open or 32 hours per week, whichever is less. * Developing a system of inventory record keeping and control to detect any shortages or discrepancies in controlled substances at the earliest possible time. * Control of all keys to the pharmacy as well as the ultimate security of the pharmacy. * Separating from the dispensing stock all pharmaceuticals over 6 months out of date. * Reporting to the Board any deaths due to drugs dispensed through the pharmacy.   **Riverton Pharmacy  – Riverton *INTERN PHARMACIST          June 2005 – April 2006***  Duties:   * Responsible for proper handling, utilization and storage of drugs in the pharmacy. * Planed and organized work schedule of supportive personnel as required. * Assisted Pharmacists in order interpretation. * Assisted in preparation of patient medications. * Packaged and maintained records of medications. * Assisted in reordering and maintaining an adequate inventory. * Dispensed, compounded, procured, stored, packaged and distributed pharmacy products. * Interviewed patients to attain information regarding medication use, medication allergies and sensitivities. * Conducted educational programs for pharmacy, other medical personnel and patients. * Provided suggestions to management regarding systems andoperational improvements. * Maintained work area and equipment in an organized and clean condition. | | |
| **SKILLS** |  | |
| **Skill Name** | | | **Skill Level** |
|  | Pharmaceutical Operations | | | Expert |
|  | Prescription Dispensing/Compounding | | | Expert |
|  | Customer Relationship Management | | | Expert |
|  | Inventory Control | | | Expert |
|  | Vendor Relations/Negotiations | | | Expert |
|  | Formularies | | | Expert |
|  | Clinical Applications | | | Expert |
|  | Product Safety/Quality Assurance | | | Expert |
|  | Pharmaceutical Research | | | Expert |
|  | Patient Counseling | | | Expert |
|  | MedE America Pharmacy System | | | Expert |
|  | MS Office (Word, Excel, PowerPoint, Access) | | | Advanced |