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|  | Samer 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.
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| **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* Coordinated activities associated with purchasing of pharmaceutical drugs; organized and returned all outdated and/or recalled medications while monitoring and maintaining inventory.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.
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| **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.
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| **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 |