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**EDUCATION AND PROFESSIONAL QUALIFICATIONS:**

* Bachelor in Pharmaceutical Science. Cairo University, Egypt in 1996
* General Grade “ Very good “



**TRAINING COURSES:**

 Computer Courses : Microsoft Office



**PROFESSIONAL HISTORY:**

Nov. ’96 – Aug ‘97: Pharmacist in Nile Co .for Pharmaceuticals & Chemical Industries, Cairo

Aug ’97 –Sep'98 : Pharmacist in Urology & Nephrology Institute “Governmental “, Cairo Sep 98 – Up to Date : Pharmacist in Charge for private pharmacies in Abu Dhabi



**KEY EXPERIENCE:**

**-**

About 19 years Gulf experience as Pharmacist in charge in Abu Dhabi .manage chain pharmacy ,manage inventory of the pharmacies, excellent customer service, dealing with insurance claims for all insurance companies, handle and resolve customer issues, complaints and questions to build customer trust and loyalty, expert in dispensing OTC and prescriptions

.dealing with cheques and invoices of the suppliers



**DETAILED SUMMERY:**

**From 9/98 to date in Abu Dhabi**

* From 1/8/98 to 1/7/99 in Youssry Pharmacy ( Khalidiya )in Abu Dhabi
* From 1/10/03 to 1/7/04 in Doctors Pharmacy (Electra Street) in Abu Dhabi.

 Page 1 of 1

* From 1/9/04 to 1/1/2007 in Youssry Pharmacy ( Khalidiya )in Abu Dhabi
* From 1/12/08 to 1/09/2014 in waheedah pharmacy (passport road) in Abu dhabi .
* From 1/10/2014 up to date in Samaya specialized medical centre in Abu Dhabi



**Duties**

* The primary purpose of this position is to oversee the daily activities of the Pharmacy department within a retail store. Additionally, to assist customers with their health care needs by filling prescriptions and providing excellent customer service. The incumbent is also

required to perform all tasks in a safe manner consistent with corporate policies and state and federal laws.

* + Manage pharmacy inventory at acceptable levels to fulfill customer need.
	+ Ensure compliance with all policies and procedures for controlled substance dispensing and record keeping.
* Maintain reports for controlled, outdated, and recalled medications; and prescription and customer files
* Handle and resolve customer issues, complaints and questions to build customer trust and loyalty.
* Comply with all federal and state laws and regulations.
	+ Prioritize Pharmacy Department tasks and follow through to ensure all tasks are completed in a timely manner. Including, but not limited, to cycle counts, inventory management and will-calls to customers.
* Provide prescribed medications, drugs, and other pharmaceuticals as needed for adequate patient care.
* Dispense all insurance claims through E claims , pbm link , open jet and dealing with different soft wares.
* Follow up approval of claims on line
* Ensuring that different treatment are compatible
* Checking dosage and ensuring that medicines are correctly and safely supplied and labelled
* Contact with the prescriper whenever need clarification regarding dose,drug-drug interaction ,diagnosis,........to provide better services to the patient
* Training the staff regarding drug related policies and standards
* Staffing plan to ensure that the organisation has sufficient numbers of staff to deliver safe and effective patient care
* Reporting suspected adverse reactions experienced from any of medication
* Reporting and monitoring medication errors which lead to inappropriate medication use or patient harm
* Respect and preserve patient rights during receiving their medication in the pharmacy
* Archiving and documentation of prescriptions
* Follow the 5 Rights rule during dispensing medication to keep the patient safe and prevent patient harm
* Ensure patient safety by developing &maintaining a list of high risk medications to avoid patient harm through using these medications.
* Use both generic and brand name to reduce the error in dispensing

LASA MEDICATION

* Supervise the fulfilment of prescriptions by pharmacy technicians.
* Communicate policy and procedure changes, system enhancements and clinical updates to all pharmacy staff.

 Page 2 of 2

* Ensure adequate control and documentation of all controlled substance records and monitor patient medication profiles
* Checked all work done by pharmacy technicians prior to dispensing medications.
* Insured that discontinued and expired patient controlled substances were destroyed.
* Upheld service standards for counselling, dispensing, pricing, licensing, managing inventory, and record keeping.
* Trained team members to maximize overall team performance.
* Budgeting and financial management

**From Aug ’97 –Sep'98**

Pharmacist in Urology & Nephrology Institute “Governmental “, Cairo



**Duties**

* Managed order entry and prescription verification
* Provided clinical support to physicians and patients
* Dispensed prescriptions for both inpatient and outpatient pharmacies
* Provide prescribed medications, drugs, and other pharmaceuticals as needed for adequate patient care.
* Conduct Drug Regiment Review on all patients.
* .
* Ensure continual compliance with all state and federal rules and regulations.
* Assemble a great team and schedule their work so the pharmacy is always functioning at peak performance.
* Supervise the fulfilment of prescriptions by pharmacy technicians.
* Communicate policy and procedure changes, system enhancements and clinical updates to all pharmacy staff.
* Ensure adequate control and documentation of all controlled substance records and monitor patient medication profiles
* Checked all work done by pharmacy technicians prior to dispensing medications.
* Responded to public health emergencies by vaccinating patients.
* Ensured that discontinued and expired patient controlled substances were destroyed.

**From 02/94-08/96:**

Pharmacist in Nile Company for pharmaceuticals & Chemical industries



**Duties**

* Analyst in Quality control section in Nile Company & experience in analysis of different
* dosage formula & dealing with IR Inst.,PH Inst , Karel fisher , U.V Inst & Others
* Knowledge about drug usage and evaluation
* Practical and theoretical knowledge about complex equipments and delivery systems
* Latest Medication
* Drug Inventory Management

 Page 3 of 2