**CURRICULUM VITAE**

**Yakub**

**Yakub.343043@2freemail.com**

**C/o- +971501685421**

**Personal Statement**

I am a focused professional with a good track record of optimising customer satisfaction and increasing company profitability. I am very reliable, efficient and capable of meeting and exceeding company targets and customer expectation. I possess extensive pharmacy knowledge including pharmacy law, practice standards, medical terminology, drug preparation and dosage forms. I also have great commercial awareness, experience and a range of interpersonal skills to support in recruiting, developing and maintaining a stable and productive pharmacy workforce.

**Career History**

**Priory Fields Pharmacy July 2014 - Present**

**Supervisor (Pharmacy Technician) GPHC registration number 5029812**

**Responsibilities**

* In charge of supervising and running the dispensary effectively
* Responsible for prioritising the workload, managing and delegating tasks to all team members to maximise productivity
* Responsible for maintaining a stable work flow and managing staff rotas.
* In charge of assisting the manager with the recruitment process and the training and development of new and existing staff members
* Responsible for ensuring compliance with all dispensary standard operating procedures
* Responsible for motivating staff members and focusing the team towards achieving key company targets such as Medicine use reviews (MURS) , New medicine service (NMS) and patient collection service (PCS) sign ups
* In charge of providing efficient customer service and promoting various public health campaigns
* Work closely with the pharmacy manager, liaise with other healthcare professionals (doctors, nurses) to provide an efficient customer service
* Responsible for designing and maintaining a successful automatic prescription repeat service, which has increased customer growth, satisfaction and retention
* In charge of maintaining good dispensary and shop stock levels, ensuring maximum stock availability, profitability and reducing any wastage.
* Responsible for managing and dealing effectively with customer queries and complaints and escalating any complex issues to the pharmacy manager
* Responsible for continuous personal development (CPD) and for completing the required number of entries annually
* In charge of weekly cashing up and banking, sorting and posting company invoices to the head office in a timely manner
* Responsible for overseeing the end of month process, ensuring correct and timely claims and submissions
* Responsible for the general maintenance of the dispensary.

**Locum Pharmacy Technician Oct 2012 – June 2014**

 As a locum I have worked for many different busy pharmacies across UK, during this time I have also learned how to work on different PMRS.

**Dispenser** 1)Daylewis Pharmacy (Aug 2010- Oct 2012)

 45 Elmfield Way

 Sanderstead

 South Croydon CR2 0EJ

 2)Davis Chemist(May 2009- Aug 2010)

 10 Crossthwaite Avenue, Camberwell

 London SE5 8ET

**Responsibilities**

* Labelled and dispensed medication as per the prescription
* Made sure that the correct medication was given to the patient, by confirming the details

Shown on the prescription form and the label and confirmed the dosage instructions where appropriate.

* Assisted the customers in accurately completing any exemption criteria on the reverse of the prescription form.
* Advised the patients how to apply for pre-payment certificate and also other medical exemption certificates.
* Helped the patients on repeat prescription collection and delivery service.
* Timely placed an order with the suppliers and checked the deliveries from the suppliers (AAH, Unichem etc.)

**KEY SKILLS AND COMPETENCIES**

Professional

* Advising patients of any side effects they may have from their medication.
* Handling customer relations in a positive manner.
* Able to work at a fast pace.
* Maintaining confidential patient reports.

Personal

* Able to work successfully under pressure and in very busy environment.
* Willing to assist managers in all pharmacy related tasks.
* Remaining calm and composed when dealing with stressful situations.
* Strong leadership skills.
* Able to direct, support and motivate work colleagues.

**AREAS OF EXPERTISE**

Labelling prescriptions, dispensing accurately and ordering the right stock

**Software compentencies**

I am competent with the following pharmacy software systems Proscript, Pharmasys, Pharmacy manager, Compass, Nexphase, Ms Office.

**Academic qualifications**

**University name  Degree details        Study Dates**

Greenwich University, Kent     MSc Formulation Sciences              2007 to 2009

BITS PILANI, India B.Pharmacy 2001 to 2005

**REFERENCES**

Available on request.