** Heidi**

# **Skills**

I am qualified as a post-basic pharmacist assistant and currently employed at Medscheme Holdings, Cape Town. My current position allows me to apply clinical intervention for patient’s chronic medication, discussing their treatment plans with their healthcare providers. I have experience in the call centre environment for both chronic medication and HIV. An additional skill is recording meeting notes both work related and on a personal capacity. I was previously employed by our local government (Department of Health) working at various state sector facilities and clinics. I have completed various courses which has seen me skilled in Advanced Office Management, Time Management and Business Writing. I have completed a course in HIV/Aids Pharmaceutical Management presented by USAID.

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| --- |
| Areas of expertise |
| Client / Patient-Centric | Self-Motivated |
| Paying Attention to Detail | Team Player  |
| Can Work Under Pressure |  |

# **About**

I am an honest, dynamic person who enjoys a challenge. I am a responsible individual with a work ethic beyond reproach. My ability to work in a team and on my own has resulted in successful outcome and delivery of goals. I am always willing to learn as I believe that change is inevitable. I am married and have 2 kids, who mean the world to me. I always impart knowledge to them and encourage them to reach for the stars and not set limitations to their dreams. I enjoy a good book or movies and enjoy the outdoors. I love cooking and see myself as a nurturer.

# **Computer Literacy**

* Nexus Software & applications
* MS word
* Email
* Internet Explorer
* Power Point
* Excel

# **EDUCATIONAL BACKGROUND**

 Grade 12 @ Princeton Secondary School (1995)

 Subjects: English

 Afrikaans

 Physical Science

 Mathematics

 Motor Mechanics (N3)

 Technical Drawing

# **EXPERIENCE**

1. Company: GEMS c/o Medscheme

Position: FMT Pharmacist Assistant Interventionist

Period: September 2012 – current

Duties: Telephonic intervention with Doctors, Specialist’s and their rooms. Making decisions with regards to patient’s/ clients medication and managing the benefits.

Contact Person: **Fathima Ismail** (Team leader)

Contact number: **021-466 1726**

1. Company: Vanguard C.H.C.

Position: Pharmacist Assistant

Period: 2006 – 2010

Duties: Counseling patients, intervention with doctors & nursing staff, dispensing medication to patients, collating orders and delivery thereof. Formed part of the “Party” committee, where I had responsibility of assisting in meetings and arranging different functions throughout the facility.

Contact Person: **Lunthu Mbanga (Facility Manager)**

Contact Details: **021-694 8244**