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| PERSONAL SKILLS  *Highly self-motivated*  *Confident*  *Good team player*  *solid background in science*  *laboratory skills*  PERSONAL DETAILS  *M: C/o 0501685421*  *E:* [ghadir.379209@2freemail.com](mailto:ghadir.379209@2freemail.com)  *DOB: 9/Jan./1990*  *Nationality: Palestinian*  PERSONAL SKILLS  *Highly self-motivated*  *Confident*  *Good team player*  *solid background in science*  *laboratory skills*  PERSONAL DETAILS  *M: C/o 0501685421*  *E:* [ghadir.379209@2freemail.com](mailto:ghadir.379209@2freemail.com)  *DOB: 9/Jan./1990*  *Nationality: Palestinian* | **Ghadir**  **Pharmacist** |
| Objective  Enthusiastic young contender who enjoys excellent communication skills, aiming to serve in multinational organizations and to apply the gained experience in a challenging career  Key Skills & Qualities   * Highly self-motivated, confident and professional individual * Good team player who possesses excellent problem solving skills and an attention to details * Excellent listening, communication and interpersonal skills, both written and verbal * Willingness and curiosity to learn about new medicines and treatments * Desire and enthusiasm to assist the public with their healthcare needs * Ability to act on own initiative and make quick, effective decisions when necessary * Highly innovative, flexible and resourceful individual with a solid background in science * Excellent laboratory skills, techniques and knowledge * Excellent research methods gained through project based learning   Academic Qualifications   * B.Sc., in the major of Pharmacy from Al Azhar university in Palestine – ‘Gaza’   - Faculty of Pharmacy, Cum. Percent 79.658%, Sept. 2007 – July 2012   * High school “ scientific stream” , & ahmed shawqi high school in Palestine – Gaza, Sept. 2006– July 2007   Licenses/ Certificates  \*\*According to the regulations and laws in force in the Ministry of Health which specialized in the exercise of the profession of pharmacy in the state of Palestine ... I've got a license to practice the profession of pharmacy on 05/26/2013.  \*\*health authority of Abu Dhabi(Haad )license holder by 20\11\2017  Experience  Trainee pharmacist  Al Noor hospital Mussafah pharmacy from 1\2015 to 3\2017  During my job as trainee pharmacist I gain experience in: -  · Dispense medicines & prescriptions for out patients  · Perform Narcotic & pharmacy related work.  · Prepare purchase order for medicines  · Monitor and prevent or minimise side effects and drug interactions  · Provide medication counselling to patients  . verified all dosage and refill instructions and conveyed this information to the customer.  -managed the pharmaceutical inventory, including ordering expediting and restocking medications as necessary.  -Resolver insurance issues with insurance companies contracted with the pharmacy  Medical Translator  Health point hospital from 12/2014 to 1\2015  During my job as translator I gain experience in:-  -Translate accurately from English to Arabic (and vice versa) between doctors and patients  -Ensure that translation and medical terms are correct so that patients receive precisely the correct diagnosis​  -Perform research to ensure translations are accurate; ensure clarifications are made with doctors to affirm accuracy  -Translate medical reports and explain results to patients accordingly  Assist with translations, either verbal or written, as directed by the department head  -Ensure that patients are asked if they require a translator and plan accordingly  -Liaise availability of translation between clinics to ensure that all patients are served  -Use the Cerner system to be able to check, book or reschedule appointments for patients (Cerner training will be provided)  -Keep guests aware of the registration process at all times, as well as expected waiting times as appropriate  -Handle comp​laints with professionalism – listen and resolve; escalate complaints to Senior Management where appropriate  -Answer all emails within two hours  -Ensure that telephones are answered promptly; maintain good telephone etiquette​  Guest services officer  Health point hospital from 7/2014 to 12/2014  During my job as guest services officer I gain experience in :  • Greet and welcome guests to the Clinic / Hospital  • Establish the nature of the guests visit; pre-arranged appointment, walk in, visiting in-patient  • Manage the guests request accordingly and contact relevant departments to reconfirm appointments or set an appointment.  • Contact Guest Service Agents (porters) to escort and guide guests.  • Register patients into the Cerner system (Training will be provided)  • Secure signed consent forms from patients  • Capture insurance cards information to ensure validity and maintain accuracy of patient demographics  • Guide guests in the absence of porters and ensure that they are never left unattended.  • Keep guests aware of the process at all times as well as expected waiting times.  • Handle complaints with professionalism - listen and resolve. Escalate to Senior Management where appropriate.  • Ensure that telephones at the Reception area are answered promptly and maintain good telephone etiquette.  • Liaise with Physicians and Insurance departments to ensure smooth flow of guest conduct as well as documentation.  Trainee pharmacist :  I completed 6 Months in these three pharmacies. I worked in all sections of the shop, shadowed the pharmacist and completed an assessed workbook as evidence of my learning. My responsibilities included pricing new stock, serving patients/customers and giving relevant health advice, placing orders over the phone/internet, sorting and putting away new stock deliveries, printing medicine labels and dispensing as required. I was able to develop good listening skills, a polite and professional telephone manner, excellent customer service and organizational skills.  **Pharmaceutical Private Institutions Nader Central Pharmacy** from 1/9/2012 TO 30/11/2012   * Under supervision, gained experience in dispensing and counseling customers in use of prescription medications and pharmacotherapy treatments … * Script sorting and provided customers with recommendations on OTC lines on pharmaceutical and cosmetic products * Responsibilities for stock ordering and retail display   **Hospital Pharmacies AL Naser Hospital For Children** from 1/12/2012 TO 15/1/20113   * Assisted in the preparation of medicines and attached dispensing and cautionary labels * Delivered medications to hospitals and aged care facilities * Recorded dispensing activity and customer enquiries on database * Screened customer service enquiries and referred to pharmacists   **Pharmacies of Primary Health Care - Martyrs of Sheikh Radwan Health Center** from 16/1/2013 TO 28/2/2013   * Received and transcribed verbal prescriptions ,transferred prescriptions, filled and dispensed mediations, * Counseled ,and advised on and recommended over the counter medications. * Reviewed patient`s profile for duplicate therapy and drug or disease interactions..  Interests I enjoy researching, reading, travelling and surfing the internet.  References – Available on request |