*MUNEER*

***Email:-*** [***muneer-393886@2freemail.com***](mailto:muneer-393886@2freemail.com)

***PROFESSIONALSUMMARY***

*Highly-qualifiedandexperiencedincustomercareseekingapositioninwhichtoutilize*

*knowledgeandski****l****satainedintheindustryandalsoEagertoofferprofessionalserviceas*

*we****l****aslearnfrom otherprofessionals.Inadditiona****l****ytodevelopthedivisionasamedical*

*representativeorpharmacistusingthisknowledgeandski****l****s.*

***COREQUALIFICATIONS***

* *Capableofrecordingandgatheringrelevantinformation.*
* *Customerserviceski****l****swithafocusonmeetingtheneedsofthecustomerfirst.*
* *Capableofworkingindependentlyaswe****l****aswithateamofothers.*
* *In-depthknowledgeofstandardsandregulationsrelatedtocustomercare.*
* *Organizedina****l****paperworkandrecordkeeping.*
* *Extremeatentiontodetailina****l****work.*
* *Proficientincomputerski****l****snecessaryforkeepingrecordsandinventory.*
* *Contributestoteameffortbyaccomplishingrelatedresultsasneeded.*

***ACHIEVEMENT***

* *Specialtrainingcourseaboutcosmetics(we****l****knowledgeofskinproblemsandhow thecosmeticsshoulduseformenandwomen)*
* *CertificateincustomercareandmarketingingooddistinctionatCBSInstituteinSri Lanka.*
* *Graduateinasapharmacytechniciantohandlemedicineinaproperway.*

***STRENGTH***

* *FluentinEnglishandArabicalsocandealwithArabiccustomerswe****l****.*
* *Goodcomplexionandpersonalityatractionface.*

***EXPERIENCE***

* *WorkedinQatarasan****assistantpharmacist****about5years.From2005-2010inoneofthebranchofLULUPharmacy.*
* *WorkedinSriLankaasamedicalrepresentativeabout2 yearsfrom2011-2013.*
* *in****(InSriLanka)****asamanagerforthelast4Yearssince2014* 
  + - * 1. *Handlingtheover-a****l****operationsofthepharmacypersona****l****yasitshead.*
  + *Keepaccurate,up-to-daterecordsandpatientprofilestoensureaccuracyand dealingchequewithbankinandout.*
  + *Involvingofpurchasingmedicines,evaluatesuppliersreviewproductquality andoftensupervisepurchasingagentsandse****l****ers.*
  + *Keepincontactwithdoctorsandhospitalsregardingpatientswhennecessary*
  + *Returnphoneca****l****sinatimelyandprofessionalmanner*
  + *Assistandinstructcustomersinthepurchaseofnon-prescriptionmedications andmedicalequipmentwhentheyareinneedofhelp*

***EDUCATION***

* *NationalCertificateinPharmacytechnicianNVQlevel4*
* *Certificateofcomputersoftwareandhardware*
* *PassedO/LandA/Lexamingooddistinctions*
* *CertificateinMarketing*

***LANGUAGE***

|  |  |  |  |
| --- | --- | --- | --- |
| ***Fluentin*** | ***✓ English*** | | ***✓ Tamil*** |
|  | ***✓ Hindi*** | | ***✓ Malayalam*** |
|  | ***✓ Arabic*** | | ***✓ Sinhala*** |
| ***PERSONALINFORMATION*** | | |  |
|  |  |  |  |
|  | *DATEOFBIRTH* | | *:-04/06/1984* |
|  | *SEX* | | *:-Male* |
|  | *CIVILSTATUS* | | *:-Maried* |
|  | *Nationality* | | *:-SriLankan* |

*DrivingLicense* *:-SriLankanLicense*