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| **Musa.370498@2freemail.com**  |  |

**Career Objective**

Experienced and customer-oriented Community Pharmacist looking to obtain a position giving me the opportunity to help people with my in-depth knowledge of pharmaceuticals.

**Professional Summary**

* Enthusiastic, energetic, flexible team players, passionate and enjoy the challenges of being part of an exceptional team,Licensed pharmacist in UAE with master degree in biopharmaceutics and more than 6 years of experience providing top-notch pharmacy services in a retail setting. Outstanding interpersonal skills with a track record of establishing positive relationships with customers, medical professionals, healthcare organizations and insurance providers. Respected leader, able to train and manage diverse teams to deliver peak performance. Dedicated to providing quality patient care, fast and accurate medication dispensing.

**Professional Experience**

**Pharmacy Manager Al-balsam modern pharmacy • Khartoum April /24/2016 - june /20/2017**

Supervised, monitored and evaluated the quality and effectiveness of patient care provided by pharmacy staff while filling over 1500 prescriptions per week and managing daily activities with regards to effective operations and communications. Responsibled for the appropriate budgeting, purchasing, control and security of all drug products and medical supplies :

* Accurately filled prescriptions and medications, verified that all orders by supportive personnel were filled accurately, and maintained accurate inventory.
* Cultivated strong network of physicians, resulting in an average of 100 new patient enrollments monthly.
* Implemented new pharmacy practice standards which resulted in an elevation of pharmacy year to date operational performance from 75% to 81% in first four months of hire.
* Reduced expenditures by renegotiating prices from pharmaceutical suppliers. Increased discount rate from 10 percent to 16 percent over wholesale price with key supplier.
* Improved morale of coworkers by rewarding good work performance, leading by example and using humor to diffuse stressful situations.
* Helped to promote two staff members to obtain their Pharmacy Technician Certification license and achieving the highest level of expertise as Senior Technicians.

**Pharmacy Manager Al-mandara International pharmacy • Khartoum August /24/2016 - may/25/2017**

Closely supervised and monitored the overall aspect of pharmacy operations, including budgeting,employee payroll, customer satisfaction evaluation, regular patient counseling, inventory maintenance, profit and loss statements disclosure, payments reconciliation :

* Counseled patients, filled prescriptions, and communicated with health care professionals , Managed ancillary staff in fulfilling more than 3000 prescriptions weekly.
* Handled stocks and order supplies of medicines as well as maintains inventories of pharmaceutical.
* Demonstrated good problem-solving skills in pharmacotheraputics and administration.
* Mentored and coached 3 new staff members through on-boarding, open communication, training and development opportunities and performance management processes.
* supervised the opening of two new branches of pharmacy, increased the profits by 30% and reduce the expired by 80%.

**Pharmacy Manager Ixir Al-hayat Pharmacy • Khartoum April /24/2016 – November /28/2016**

Responsibled for the opening and setting up of a new 24 hour pharmacy :

* Properly filled and dispensed an average of 200 prescriptions per day.
* Established relationships with the local doctors and community through various outreach programs.
* Effectively resolved insurance rejections and other billing issues.
* Managed drug and supply inventories through proper inventory control measures.
* Correctly completed pharmacy paperwork, including daily and weekly reports.
* Actively participate in Companies programs to drive business growth; implement proactive marketing strategies to expand customer base, increase sales, raise prescription volume and maximize growth while providing excellent client service.
* Effectively prioritized tasks and organized workflow to increase efficiency.
* Directly supervised 8 Pharmacists and Pharmacy Technicians while on duty.
* Generated and delivered monthly narcotic reports.

**Training pharmacist Wafra-pharma Pharmaceutical Laboratories February/10/2016 – June /09/2016**

Addressed technical issues on the Production lines as well as contributed to new product technical transfer from R&D into Production. Assisted QC/QA Director with investigating customer quality issues. Collaborated with Production, Quality and R&D departments on various development and quality management projects :

* Worked with Production to evaluate products and process-related issues concerning raw material, process chemistry as well as equipment troubleshooting and validation.
* Worked with the R&D group on pilot scale runs of new products.
* Performed analysis using HPLC, MPLC, Ion Exchange, and Gel Filtration.
* Assisted in routine sweeps of the lab to ensure compliance with Safety Regulations.
* Wrote and help implement SOP and methods in Quality Control department.
* Performed routine laboratory duties on bulk & in process personal care samples and finished goods.
* contributed to the efficient transfer and release of products from compounding to production.
* Maintained validation summaries and standard operation procedures to ensure compliance with cGMPs.
* Properly used all equipment in the lab that is necessary to made both sterile and non-sterile compounds, following all safety and USP guidelines for preparation of compounded medications.
* Inspected and tested customer returned products and prepared report for QC/QA Director review.

**Pharmacy Manager Al-basmalah pharmacy • Khartoum March /15/2015 – January /05/2016**

Responsibled for all aspects of pharmacy functions including purchasing, inventory control and customer service :

* Processed prescriptions rapidly in a community pharmacy averaging 320 prescriptions daily , Counseled public on prescription and non-prescription medications .
* Entered new patient profiles and prescriptions into medication input software system and Maintained proper compliance logs for all actions and orders.
* Inspected pharmacy inventory to ensure that drugs, which are outdated and/ or have lost potency are removed from stock and replaced.
* Earned Employee of the Month for superior performance, and recognized on several occasions by patients and staff for excellent customer service.
* Responsibled for hiring, training, scheduling and managing pharmacy personnel.
* Created and implemented annual and monthly business plans; researched new business opportunities; aided the field sales force through pricing approvals and on-site sales training.

**Pharmacy Manager National Fund for Promotion of Medical Services September /19/2012 - March/09/2015**

Actively participated in drug utilization review and medication therapy management in anticoagulation clinic, supervised the work performance of supportive personnel to ensure adherence to established standards :

* Streamlined pharmacokinetic and TPN monitoring services, resulting in 48% increase in effective patient handling, by creating new procedures and forms for logging daily activities.
* Supervised the inventory of pharmacy stock and determined supplies needed ,Accurately recorded compounded products and prepared appropriate labels Assured that stock items are used prior to expiration dates.
* Developed department employees through orientation, training establishment of objectives and preparation of performance assessments.
* Collaborated for in-service teaching and research programs of the hospital and Provided drug information services.
* Maintained updated records such as pharmacy files, patient profiles, charged system files, inventories and controlled drug registries. Labelled all products appropriately including cautionary and auxiliary labels.

**Emergency doctor Coordination of National Services • Khartoum February /26/2012 – August /26/2012**

Treated wounded, injured and life-threatening patients; resuscitated, stabilized and referred them to the appropriate medical departments. reviewed and evaluated patients' drug provided drug therapy recommendations to optimize care, provided drug information, rounded with medical services, drug utilization reviews/monitors and patient counseling :

* Planed, implemented, performed and measured the clinical processes that improve treatment outcomes while minimizing adverse drug events and contributed favorable quality and financial outcomes.
* Primarily managed the ED clinical program Provided input in planning pharmaceutical care to meet department and organizational goals.
* Performed other duties as assigned or required.
* Used Clarity to for project tasks and status reporting.

**Pharmacist Al-ribat University Hospital • Khartoum January /02/2013 – July /02/2013**

Dispensed prescription medicines and supplies, include working with other medical personnel to provide treatments and advice to patients, recorded patient histories relating to medicinal use, and ensured the safe and secure storage of all medicines and hospital supplies:

* Supervised the pharmacy staff ensured proper order entry work flow, adherence to delivery schedules and Dispensed over 800 medications daily.
* Developed and promoted collaborative and collegial relationships with nurses, physicians and interdepartmental personnel as they relate to the pharmaceutical care of the patients
* Reduced costs 26% by initiating an IV to oral medication switch program, and 32% by focusing on automatic renal dosing and therapeutic substitution protocols.
* Participated in departmental Performance Improvement activities.

**Training Pharmacist Fedail Hospital Pharmacy • Khartoum July /01/2012 - January /01/2013**

* Filled prescriptions, Evaluated and prepared medication orders for a wide spectrum of patient populations and Recorded all relevant patient information to be cross-referenced with medical records to ensure safety and accuracy of prescriptions .
* Mixed, assembled, Ordered and customized medications including I.V. admixtures, total parental nutrition (TPN), and various compounded medicinal preparations, for the specific needs of the patients.
* Increased cost savings and efficiency by designing dosage spreadsheets to automate dosage calculations, which also eliminated delays in delivering critical medications to nursing units and ER.

**Pharmacist franchise Omdurman General Military Hospital December /20/2011 - March/20/2012**

Performed primary functions of the preregistered Pharmacist in interpreting and evaluating medication orders, Prepared and dispensed medications in accordance with established governing law :

* successfully completed 1500 scheduled intern hours after graduation and passed the permanent registration exam .
* Dispensed over 650 medications daily under the supervision of experienced pharmacists for in-patients and out-patients.
* participated in interdisciplinary rounds in the various units within the hospital to learn about how to diagnose diseases and guidelines used for the treatment.
* Efficiently trained in the nursing unit, such as first aid, injection methods, vaccination, dosing, estimation of lean body weight and measuring creatinine clearance.

**Education & Certificates**

* Master degree in industrial pharmacy • July /01/2012 – April /27/2015 | Omdurman Islamic University .
* Bachelor of pharmacy • November /24/2006 – November /24/2011 | Omdurman Islamic University .

**Licenses & Registrations**

* Pharmacist Evaluation Certificate(United Arab Emirates) • August /14/2016
* Full registration certificate (Sudan) • March /25/2012

**Skills & Training**

* Specialty practice of Pharmacotherapy (Top Team Center for Professional Pharmacist Training) • November /07/2014 - August /15/2015.
* Pharmaceutical Marketing Skills (SKI® Training and Development Center) • October /25/2014 - October /31/2014.
* Communication Skills Diploma (Walz® for Computer Training and Language Center) • June /01/2009 - December /01/2009.

**Personal Skills**

* Medication dispensing
* Pharmaceutical compounding
* Understanding of FDA drug safety guidelines
* Patient education & counseling
* Pharmaceutical operations
* Clinical applications
* Market Research/Analysis
* Sales/Marketing Strategy
* Team leadership abilities
* Strategic Planning
* Advertising

**References**

Available upon request.