

SUMMARY

Having a strong background in pharmaceutical sciences, along with hands-on experience in client service, quality control, and pharmacy assistance, I am well-prepared to excel in remote roles. I am adept at working independently, managing customer relationships, and efficiently resolving issues from a distance. My expertise in quality assurance, supported by military training, allows me to handle medication dispensing and inventory management with precision. Highly self-motivated and comfortable with digital tools, I am committed to delivering consistent, high-quality results in a fast-paced, remote environment.

PROFESSIONAL EXPERIENCE

Pharmacist Assistance

HATEM ABDULHAMID PHARMACY

Nov 2023 – Present

Alexandria, Egypt

- Expertly prepare and label prescriptions with precision, ensuring adherence to medical guidelines and dosage accuracy
- Customer Service Excellence: Deliver personalized care by providing clear medication instructions and addressing patient inquiries, enhancing customer satisfaction and fostering long-term loyalty
- Inventory Management: Efficiently oversee inventory control, including stock level monitoring, reordering, and expiration tracking, to maintain optimal pharmacy operations

Quality Controller

2023

EGYPTIAN MILITARY SERVICE

Aug 2021 – Sep

Alexandria, Egypt

- Ensure Quality Standards: Monitor and evaluate food quality and safety, adhering to health and safety regulations to prevent contamination and ensure compliance.
- Conduct Inspections: Perform thorough inspections of processes and products, identifying potential issues and implementing corrective actions to maintain high-quality standards.

Client Service Representative

ORANGE EGYPT

2019 - 2021

Alexandria, Egypt

- Client Interaction and Support : Managed client interactions with a focus on delivering exceptional customer support and resolving issues promptly, ensuring high levels of customer satisfaction.
- Contract Management and Compliance: Handled contract administration, ensuring accuracy and compliance with company policies and procedures while demonstrating strong problem-solving skills and in-depth product knowledge to effectively address complaints and build lasting client relationships.

ACADEMIC HISTORY

Bachelor of Pharmacy

ALEXANDRIA UNIVERISTY

2018 – 2025

Alexandria, Egypt

- Studying Pharmaceutical Chemistry, enhancing chemical analysis skills, and Clinical Pharmacology, deepening understanding of drug interactions.
- Developing strong lab techniques, particularly in chromatography and spectroscopy, along with solid analytical skills for data interpretation and research. Proficient in Microsoft Office and SPSS for data processing, with fluency in English and native proficiency in Arabic.

SKILL AND INTEREST

Soft Skills	Hard Skills	Interest
● Client relationship management	● Contract administration	● Hospitality
● Strong communication	● Customer Relationship Management (CRM) tools	● Customer support specialist
● Analytical problem solving	● Laboratory techniques	● Virtual Assistance
● Team collaboration	● Quality control procedures	● Quality control and compliance
● Adaptability	● Medication dispensing and labelling	● Operation Management
● Time management	● Pharmaceutical Inventory management	● Pharmacy sand healthcare support
● Quality assurance	● Technical proficiency in Microsoft office	● Online community manager
● Attention to detail	● Language : Arabic (native) and English (Proficient in Daily and professional used)	● Account manager
● Customer oriented approach		● Training and development
● Reliability and dependability		● Data Entry