



Sonia Samuel

CONTACT

📍 Kerala, India 📞

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SKILLS

- Accuracy
- Interpersonal Skills
- Multitasking
- Patient Counseling
- Computer Skills
- Critical thinking and problem-solving skills
- Leadership and Management Skills
- Report Preparation Skills
- Quality Assurance (QA)

LANGUAGES

Malayalam: Native language

English: B2

Upper intermediate

Hindi: B1

Intermediate

Tamil: B2

Upper intermediate

Arabic: A2

Elementary

PROFESSIONAL SUMMARY

Registered licensed pharmacist with 13 year of experience providing top-notch pharmacy services. Outstanding interpersonal skills with a track record of establishing positive relationships with customers, pharmaceutical representatives, manufacturers, medical professionals, health care organizations, and insurance service providers.

WORK HISTORY

Chief Pharmacist (Retail & Online)

11/2010 - 12/2021

Aster Pharmacy - Dubai, UAE

- Accurately dispensing drugs to patients according to a doctor's prescription.
- Checking prescriptions for errors and making sure they are appropriate for patients.
- Measuring, packaging, labeling, and recording medications issued to patients. Planning, implementing, or maintaining procedures for mixing, packaging, and labelling pharmaceuticals according to policy and legal requirements to ensure quality, security, and proper disposal.
- Instructing patients on how to use medications, possible side effects and storage.
- Maintaining pharmaceutical stocks, creating inventories and ordering drugs.
- Ordering and purchasing pharmaceutical supplies, medical supplies, or drugs.
- Analyzing prescribing trends to monitor patient compliance and to prevent excessive usage or harmful interactions.
- Ensuring accuracy of all prescribed products and services supplied. Assessing the identity, strength, or purity of medications.
- Working with other healthcare professionals to plan, monitor, review, or evaluate the quality or effectiveness of drug.
- Keeping records such as pharmacy files, patient profiles, charge system files, inventories, and registries of poisons, narcotics or controlled drugs.
- Answering questions from patients and staff about medicines.
- Helping to develop the pharmacy's electronic discharge system.
- Managing and resolving complaints.
- Able to train and supervise pharmacy assistants and help them prepare for their licensure.
- Communicating with customers and advising them on the selection of medication brands, medical equipment or healthcare supplies.
- Comply with all applicable legal rules, regulations and procedures.
- Listen carefully to customers to interpret their needs & issues and offer information and advice.

- Prepares the work schedule for the whole team and ensures high productivity by the team.

Pharmacist
Jeevadan Hospital, Kamareddy - Hyderabad, India

10/2007 - 10/2010

Pharmacist In Charge (Online Sector)
Willkins Pharmacy - Dubai - From 03/2022 - to present

EDUCATION

Bachelor Of Pharmacy: (2003 -2007)

Swami Vivekanandha College Of Pharmacy, - (DR M.G.R University) Tamil Nadu.

ACHIEVEMENTS

- Awarded 'Aster Ambassador Award' and 'Well done award' for rendering exemplary customer service and achieving milestones as a team player.
- Recognitions from customers for assistance provided on calls, chats, emails, and social media including WhatsApp in form of NPS (net Promoter Score) survey and Customer Satisfaction survey.
- Trainer for both retail and online pharmacist.

CERTIFICATIONS

- Registered Pharmacist under Kerala State Pharmacy council with Reg No. 37286 since 2008.
- Registered Pharmacist under DHA (Dubai Health Authority) with License No. 00018453 since September 2011.