



Marsh James

PHARMACY MANAGER

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SUMMARY

Having 10 Years of experience in handling daily operations of a pharmaceutical point of sales. I work with attention and focus to deliver the best customer service. I manage and supervise daily work with ease. I wish to work in a manager position, using all my knowledge and experience to contribute to the growth of a business.

SKILLS

Excellent Communication



Creative, goal-oriented thinker



Ensuring customer satisfaction



Extremely organized



Highly effective multitasker



Problem solving



EXPERIENCE

Pharmacy Manager

Seventh Rainbow Hospital *Oct 2016 - Present*

- Including the main duties of a pharmacist:
- Preparing and dispensing medication on the basis of physicians' requests.
- Providing general health advice to patients.
- Performs primary functions of the Registered Pharmacy manager for MOH.
- Updates Doctors and other healthcare providers about SFDA Drug Recalls.
- Assisted in Interviewing candidates recruitment.
- Acting Pharmacy Director: Performed responsibilities as a temporary capacity (when Pharmacy Director is on leave).
- Served as In-charge/Supervisor for the Out-patient Pharmacy until hiring of an Out-pt. Supervisor (2017 "Hospital opening" - Ongoing).
- Observed and supervised the work performance of Pharmacist to ensure adherence to efficient department flow.
- Handled training and mentoring of new staff & Intern student orientation & training.
- Supervised the inventory of pharmacy stock.
- Determined medications and supplies needed.
- Handling orders and maintaining stock levels.
- Receiving medications - Addition on system.
- On a daily basis, placed purchase requests with purchasing department as required and in adherence with monthly consumption.
- Handled purchasing of medicines and regulation of stock inventory.
- Participated in meetings with medical representatives.
- Sustains the formulary by minimizing nonformulary procurements, utilizing therapeutic substitution protocols, and promoting rational drug therapy selection.
- Supervised the inventory of pharmacy stock and determined supplies needed/ Assure that stock items are used prior to expiration dates.
- Closely supervised and monitored the overall aspect of pharmacy operations, customer satisfaction evaluation, regular patient counseling, inventory maintenance, profit and payments reconciliation.
- Executed day-to-day operations in the pharmacy as they pertain to the workflow.
- Supervised the pharmacy production staff to ensure proper order dispensing and patient counseling.
- Improved employee morale by scheduling monthly staff meetings to go over accomplishments and highlights.

Pharmacy Manager

Heart Touch Hospital *May 2010 - Oct 2016*

- In-charge of Narcotics/Controlled (3 Months + cover whenever Narcotic Pharmacist is on leave)
- Distribution of all Narcotic and Controlled drugs for all floors.
- Documentation of Narcotic and Controlled prescription.
- Handled record-keeping of controlled substances.
- Handling incident reports.
- Prescribing & Dispensing incidents.
- Training of new Narcotic Pharmacist.
- Quality Coordinator: Represented the Pharmacy Department during CBAHI survey. (ESR + Mock survey + /actual survey). The Hospital received CBAHI certificate.
- Co-wrote Pharmacy Department Policies & Procedures.
- Prepared needed Forms.
- Collected data and finalized the Formulary.
- Awarded with Certification on CBAHI presented from the Hospital.
- Secretary of Pharmacy & Therapeutics Committee (Prepared Agenda and Minutes of meeting).
- Handling OVRs & patients' complaints, & occurrence of Medication errors.
- Fixing issues with the system.
- Organizing staff continues education.

EDUCATION

Faculty of Pharmacy**New York University - United States** *Oct 2008 - Jun 2015*