

AHMED MOHAMED ELDWANSY

Pharmacist, Medical Sales Representative Customer Service

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(+971)555359761

Abu Dhabi - UAE

Profile Summary

A highly qualified pharmacist with over three years of experience in pharmaceutical field as a community pharmacist and medical sales representative, providing patients with all the help they needed with their medicines. Customer Service Representative with over four years of experience working in a team constantly improving performance, and defusing the toughest clients.

Education

Bachelor of Pharmacy

faculty of Pharmacy - Alexandria University

from 2016 to 2022

Work Experience

NationWide Middle East Properties LLC

Sep 2024 – Now

Real-Estate Sales Advisor

- Providing guidance and assisting sellers and buyers in marketing and purchasing property for the right price under the best terms.
- Determining clients' needs and financials abilities to propose solutions that suit them.
- Performing comparative market analysis to estimate properties' value.
- Display and market real property to possible buyers.

Eipico pharmaceutical company

Jan 2024 – August 2024

Medical Sales Representative

- Promotion of pharmaceutical products offered by Eipico.
- Building and strengthening relationships with potential clients and partners, listen to their needs and meet them.
- Organizing appointments and meetings with community and hospital - based healthcare staff.
- Identifying and establishing new business.
- Writing reports and other documents.
- Negotiating contracts.
- Meeting both the business and scientific needs of healthcare professionals.
- Attending and organizing trade exhibitions, conferences and meetings.

Ghamra military hospital

Dec 2022 -Dec 2023

Community Pharmacist

- Providing medication counseling, providing advice and guidance to patients on how to use medications according to the prescribed doses.
- Prepare medications for patients according to the prescription.
- Dispensing medications prescribed by doctors and verifying the validity of the prescription and necessary doses.
- Keep a register of controlled drugs for legal and stock control purposes.
- Sell over-the-counter medicines.
- Advise the public on the treatment of minor ailments.
- Advise patients of any adverse side-effects of medicines or potential interactions with other medicines or treatments.

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Elmohr Pharmacy

Jul 2020 - Jan 2021

Pharmacist And Customer Service

- Recognize medical products, able to understand and explain medical products.
- Follow up on sales and achieve goals, follow up and analyze sales and work to achieve the set goals.
- Listening to patients' reports of symptoms and provide suggestions for over-the-counter medications.
- Persuading patients on different Products.
- Augment the Pharmacy's revenue by strategically motivating and guiding existing customers towards acquiring additional products or services.
- Up-selling and Cross-selling deals.

Elfath medical center

Apr 2017 - Jan 2020

Receptionist And Customer Service

- Answering questions about a center's services and Processing orders and transactions .
- Resolving issues and troubleshooting technical problems .
- Delivering information about a center's offerings and Providing proactive customer outreach .
- Handling customer complaints and Collecting and analyzing customer feedback .
- Responding to customer reviews and answering telephonic and e-mail inquiries in a timely manner.
- Developing and documenting knowledge into helpful content .
- Tracking customer service KPIs and metrics .
- Greeting customers in a friendly, professional manner using the suggested script.
- Furnishing members and health care practitioners with details regarding members' benefits.
- Granting pre-authorizations for medical treatment, if covered.
- Ensuring that my workspace remains tidy .

Professional Skill

- Attention to Details
- Active listening skills
- Teamwork
- Communication Skills
- Time Management
- Persuasive Speaking Skills
- Patience
- Adaptability
- Attentiveness

Computer programs

- Microsoft Office
- Odoo
- Zoho CRM
- Hootsuite, Tableau
- Google Analytics

Languages

- Arabic language " Native language "
- English language " Fluent "

Training courses

- Successful Negotiation :Essential strategies and skills - University of Michigan
- Wharton business foundations capstone - University of Pennsylvania
- Managing social and human capital - University of Pennsylvania
- Sales training :techniques for a human-centric sales process - Hubspot Academy
- Sales training for high performing teams - Hubspot Academy
- Sales training:sales team management - Hubspot Academy
- Sales training: inbound business strategy - Hubspot Academy
- Sales training:building your sales career - Hubspot Academy

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- Introducing to operations management - University of Pennsylvania
- Introduction to marketing - University of Pennsylvania
- Introduction to financial accounting - University of Pennsylvania
- Introduction to corporate finance - University of Pennsylvania
- Business foundations - University of Pennsylvania
- Business model canvas course - American chamber of commerce in Egypt
- Digital marketing challenger track – Udacity
- Digital marketing professional - Udacity