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# MAI MOHAMED FEKRY ELSHARKAWY

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Dubai United Arab Emirates ♦ +971525863584 ♦ maimfekry1@gmail.com  
DHA License: Licensed Pharmacist in Dubai Health Authority

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## PROFESSIONAL SUMMARY

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Dedicated Pharmacy Manager enthusiastic about helping diverse people and offering experience with regulatory requirements. Knowledgeable in Pharmaceutical of Science. Bringing successful career history comprising more than 14 years. Capable Pharmacy Manager well-versed in collaborating with patients and healthcare team members to help alleviate symptoms and address root causes of medical issues. Experienced in calculating doses, preparing compounds and securing storage to protect inventories. Highly skilled and enthusiastic professional with more than 14 years of experience managing operations in patient-centric medical offices. Successfully oversee human resources, budgeting, supply management and patient services. Develop and lead productive and efficient office staff. Contribute to high-volume medical practices by providing exceptional customer service.

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## SKILLS

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- Patient education and counseling
- Prescription Verification
- Workflow Optimization
- Pharmacy operations management
- Regulatory Compliance
- Drug Inventory Management
- Training and mentoring
- Staff Training
- Inventory Control
- Employee Management
- Regulatory Requirements
- Purchasing management
- Policy Enforcement
- Medication Therapy Management
- Loss prevention management
- Professional ethics
- Performance Metrics
- Pharmaceutical knowledge
- Operations Management
- Quality Assurance Controls

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## WORK HISTORY

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**Pharmacy Manager**, 10/2016 - 12/2023

**Eman Darwish Pharmacy** – Cairo - Egypt

- Educated patients on possible drug interactions, potential side effects, and optimal methods of administration.
- Monitored and managed pharmacy staff performance to maximize productivity and customer satisfaction.

- Led high-performing team of pharmacists and technicians to deliver exceptional patient care and service.
- Trained pharmacy interns and newly hired pharmacy technicians.
- Ordered all pharmacy supplies and kept check on inventory levels.
- Addressed customer complaints professionally and efficiently by conducting root-cause analysis investigations to resolve issues effectively.
- Played active role in hiring process, identifying top talent that contributed to team's success in providing outstanding pharmaceutical care services.
- Recommended OTC devices or medication options to help mitigate individual symptoms.
- Supported employee growth and development by providing regular performance feedback, mentoring opportunities, and career advancement resources.
- Developed strong relationships with healthcare providers, ensuring seamless coordination of care for patients.
- Enforced compliance with pharmacy regulations and maintained up-to-date records of all medications dispensed.
- Collaborated with store manager to maintain daily operations.
- Ensured regulatory compliance by staying current on industry standards and maintaining accurate documentation for audits.
- Optimized workflow processes to reduce turnaround time for prescription fulfillment while maintaining accuracy.
- Protected drug inventories from damage or theft by establishing and enforcing clear pharmacy security policies.
- Developed policies and procedures for effective pharmacy management.
- Improved patient satisfaction by providing personalized consultations and medication management services.
- Designed and introduced leadership development, coaching and team management model, resulting in promotion of employees into increased levels of responsibility.
- Conducted routine facility inspections, identifying areas needing improvement and eliminating hazards posed to staff and residents for continued compliance with associated regulations.
- Established and maintained effective communication with staff, physicians and community organizations to promote high quality patient care.
- Successfully negotiated client contract renewals to create increased revenue.
- Implemented successful healthcare program through professionalism, quality of care, medical teaching and patient satisfaction.
- Defined testing protocols, quality assurance initiatives and clinic policies and procedures.
- Monitored and inspected staff processes to eliminate hazards posed for both residents and staff while ensuring continuous compliance with regulations.

- Supervised team of 7 front desk agents per shift and helped to resolve issues arising during shifts.

**Pharmacist, 08/2009 - 08/2016**

**Gad Pharmacy – Cairo - Egypt**

- Managed high volume of prescriptions daily while maintaining excellent customer service and attention to detail.
- Developed strong relationships with healthcare providers to optimize patient care and medication adherence.
- Maintained appropriate drug records and completed reports as necessary.
- Reviewed prescription to confirm appropriate selection of drug, dose and check for interactions with other medications.
- Interpreted prescription orders, dispensed medications, and counseled patients on drugs.
- Educated patients about possible drug interactions and gave special administration instructions.
- Maintained up-to-date knowledge on emerging pharmaceutical trends by attending conferences and completing continuing education courses.
- Mentored and trained new pharmacists and pharmacy technicians, fostering supportive work environment focused on professional growth.
- Complied with pharmacy regulations to increase quality of health care and inhibit criminal abuse of drugs.
- Reduced medication errors within pharmacy by developing and implementing continuous quality improvement program.
- Streamlined prescription filling process, maximizing accuracy and minimizing wait times for patients.
- Improved patient outcomes by providing comprehensive medication therapy management and counseling.
- Evaluated drug therapy to drive appropriate medicine use.
- Communicated issues and reactions to specific medications to intercept potential errors.
- Conducted thorough drug utilization reviews to identify potential drug interactions or contraindications, ensuring patient safety.
- Reported adverse drug events to comply with regulatory policies and procedures.
- Counseled patients regarding proper intake of medications.
- Assisted other pharmacy staff with drug inventory, purchasing and receiving.
- Managed drug and supply inventories.

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## EDUCATION

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**Bachelor of Science:** Pharmaceutical Sciences, 06/2009

**Misr International University** - Cairo - Egypt

**DHA License:** Licensed Pharmacist in Dubai Health Authority

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LANGUAGES

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**Arabic**



Bilingual or Proficient (C2)

**English**



Advanced