

# MOHAMED IMAD

## Community Pharmacist

593726244-599014994 • memad3636@gmail.com • Khobar, Eastern Province 00966 • 15/04/1982  
• egypt

---

As a Responsible Store Manager with a robust 20-year track record in sales services, I bring to the table a wealth of expertise in loss prevention and a reputation for honesty. My organizational skills ensure seamless restocking of merchandise, maintaining constant product availability for our valued customers. I am adept at devising creative solutions to customer complaints and am skilled in training retail associates in both sales techniques and crisis management. My high performance as a Store Manager is evidenced by my ability to manage a diverse range of personalities, building consensus and achieving operational goals. My experience spans both standalone stores and mall environments, where I have consistently revitalized operations and adapted to ever-changing market conditions.

### Skills

- CUSTOMER FEEDBACK MANAGEMENT
- RETAIL SALES
- STAFF RECRUITMENT AND TRAINING
- MOTIVATIONAL TEAM LEADERSHIP
- CUSTOMER SATISFACTION
- HIRING AND TRAINING
- CUSTOMER SERVICE
- TARGET DRIVEN
- TEAM-ORIENTED STORE OPERATIONS
- OUTSTANDING CUSTOMER SERVICE
- LOSS PREVENTION
- OBJECTION MANAGEMENT
- VISUAL MERCHANDISING
- EMPLOYEE TRAINING
- INVENTORY CONTROL

### Experience

community pharmacist

**AL MOHANNA PHARMACIES, Qatif**

*September 2021 - Present*

- Implemented and adhered to health and safety protocols
- Delivered exceptional customer service and handled patient inquiries
- Achieving the company goals

Store Manager

**BOOTS PHARMACY DAMMAM, Dammam**

*March 2012 - September 2021*

- Ensured visually appealing and effective displays for the entire store.
- Oversaw company merger to ensure seamless transition.
- Resolved customer problems by investigating issues, answering questions and building rapport.
- Addressed and corrected sales staff communication issues in tactful and effective manner.
- Managed staff scheduling and payroll to optimise performance.

- Updated store pricing, signage and merchandising based on current promotions.
- Provided useful product guidance to assist customers with buying decisions.
- Built loyal customer base by delivering excellent service and making in-demand products available.
- Led and motivated sales team to meet and exceed sales goals.
- Limited financial discrepancies, accurately controlling monthly operations budget while delivering positive results.
- Provided top quality control while eliminating downtime to maximise revenue.
- Oversaw inventory tracking, management and physical inventory counts.
- Analysed marketing information and translated into strategic plans.
- Wrote order supply requests to replenish merchandise.
- Stocked and restocked inventory upon shipment receipt.
- Opened new store location and assisted in recruiting and training new staff.
- Communicated product details in an enthusiastic and confident manner to connect with customers.
- Created and delivered weekly schedule assignments to staff members.
- Completed series of training sessions to advance from Assistant Manager to Store Manager.

Pharmacist

**NASSER PHARMACY, KHOBAR, EASTERN PROVINCE**

*January 2010 - February 2012*

- Received prescriptions and thoroughly checked patients' medicine histories prior to dispensing to safeguard patient health and safety.
- Interpreted and processed medication orders under supervision of pharmacy director.
- Maintained up-to-date understanding of insurance payment practices.
- Established clear and effective customer service policies to increase satisfaction and pharmacy loyalty.
- Provided patients with pamphlets and verbal instructions about how to properly take, handle and store medications.

Pharmacist

**SHARM ELSHEIKH EMERGENCY HOSPITAL, Sharm Elsheikh**

*August 2005 - November 2009*

- Dispensed and procured medicinal products and supplies used in hospital setting, guaranteeing accuracy.
- Reviewed content of all drug packaging and labeling to ensure completeness and accuracy.
- Contributed to positive treatment outcomes, providing high-quality medication advice and patient counseling.
- Mitigated quality, regulatory and risk issues within the organizations through effective liaising with administration, medical and hospital staff.
- Compounded and dispensed medication and other pharmaceutical preparations in compliance with legal, ethical and professional standards of pharmacy practice.
- Verified safety and accuracy of physician orders, maintaining high quality of practice.
- Ensured safe and secure storage of all medicines and hospital supplies.

## Education

Bachelor of Pharmacy  
**ZAGAZIG UNIVERSITY**  
*January 2005*

## Languages

- **English**  
Intermediate

## Personal Information

Marital Status: Married