

Ali Al-Khafaji

CONTACT

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- 📅 21/06/2000

SKILLS

- Multi-tasking
- Patient confidentiality
- Interpersonal communication
- Staff development
- Safety and security
- Incident reports
- CCTV monitoring
- Emergency response
- CPR and First Aid
- Theft prevention training
- Surveillance
- Premises patrol
- Emergency evacuation
- File and records management

PROFESSIONAL SUMMARY

Polite and professional person with strong communication and multitasking skills. Experienced in resolving customer complaints within company guidelines and using own initiative. Implements customer follow-up to uphold service standards and guarantee customer satisfaction. Proactive Customer Service Executive with resolve to remain calm under extreme pressure. Handles complex cases with expert problem-solving skills. Delivers comprehensive resolution services for customers.

WORK HISTORY

Pharmacy technician

01/2017 – 03/2024

moore's pharmacy – London, Westminster

- Dispensed medication accurately against customer prescriptions.
- Answered incoming phone calls and addressed questions from customers and healthcare providers.
- Maintained patient confidentiality while handling sensitive medical information.
- Maintained proper drug storage procedures, registries and records for controlled drugs.
- Minimised wastage by tracking stock dates.
- Stored drugs in line with temperature and security requirements.
- Worked under guidance of pharmacist to prepare compounds and dispense medications.
- Monitored inventory and purchased orders to maintain consistent stock.
- Processed repeat prescription requests for large patient base.
- Answered questions and helped pharmacy customers locate desired items.
- Educated patients in monitoring and maintaining good health.
- Communicated with prescribers to verify medication dosages, repeat prescription authorisation and patient information.
- Counted pills, labeled bottles and compounded medications before dispensing prescriptions.
- Cleaned equipment and containers between use to avoid cross-contamination.
- Printed prescription labels with accurate patient, contents and dosage advice.

Delivery driver

10/2019 – 06/2022

Uber eats – London, Brent

- Completed deliveries with smile and patient, personalised service.
- Completed end-to-end deliveries by reaching assigned customers on time and obtaining signatures.
- Safely loaded and unloaded packages with zero material damage.
- Applied personal road knowledge and GPS application to set shortest routes.
- Loaded vehicles safely and efficiently, securing items to prevent damage for high-volume deliveries.

- Drove company vehicles safely and legally across national pick-ups and deliveries, maintaining brand reputation.
- Carried heavy items to customers' desired location using best moving and handling practices.
- Utilised hand-held devices to capture, document and communicate proof of delivery.

Sales assistant

01/2016 - 01/2017

Clarks - London, Kilburn

- Provided service with a smile, offering courteous, helpful advice to best meet customer needs.
- Greeted customers and offered assistance with selecting merchandise, finding accessories and completing purchases.
- Listened to customer needs and preferences to provide targeted advice, increasing sales opportunities.
- Worked energetically to maintain efficient operations during peak trading hours.
- Assisted customers in locating specific items to boost satisfaction.
- Resolved customer complaints and process issues with proactive problem-solving skills.
- Shelves and merchandised new products in visually appealing, organised displays to engage customers.
- Operated cash registers with accuracy and processed cash and card transactions.
- Followed company procedures and guidelines for smooth retail operations.
- Maintained knowledge of products and features to provide recommendations to customers.
- Managed till operations by promptly and precisely scanning items, processing payments and issuing receipts.
- Guaranteed high levels of customer satisfaction through product knowledge and attentive service.
- Replenished floor stock and processed deliveries promptly, maximising product availability for customers.
- Built lasting relationships with clients through customer service interactions.

EDUCATION

A-Levels: Sixth form, 09/2017

Sir Simon Milton utc - London, Westminster

GCSEs: Secondary school, 09/2012

Quinton kynastan - London, Westminster