

EXPERIENCE

Founder and Operations Director

Rayat Consultants

11/2016 - Present Edmonton, Alberta, Canada

A consultancy firm focused on pharmacy operations.

- Developed and executed strategic business plans to drive growth and expand market presence for both pharmacies.
- Led all marketing and branding initiatives, including digital campaigns, community events, and partnerships with local organizations.
- Monitored financial performance, managed budgets, and identified opportunities to improve profitability.
- Implemented customer service protocols that increased client retention and satisfaction by a specific percentage.
- Optimized inventory management, reducing costs while ensuring adequate stock levels.
- Recruited, trained, and managed a high-performing team, fostering a collaborative and results-driven workplace culture.
- Navigated regulatory requirements, ensuring full compliance with provincial and federal laws.
- Expanded the scope of services offered, including immunizations and wellness programs.

Clinical Pharmacist and Director

Catalyst Pharmacy chain

01/2015 - 01/2020 Edmonton, Alberta, Canada

A pharmacy chain providing community healthcare services.

- Managed daily operations through supervision of technicians.
- Provided ongoing clinical education to enhance regulatory compliance.
- Reviewed patients' medication orders for efficacy and safety.
- Identified untreated health problems and referred patients to physicians.
- Consulted on dosages and the correct administration of drugs.
- Collaborated with healthcare professionals to ensure optimal patient care.

Sales Manager

MSD Gulf

10/2008 - 10/2014 Dubai, UAE

A leading pharmaceutical company in the Middle East.

- Maintained up to date with the latest pharmaceutical products.
- Responsible for medical communication and drug information inflow for the team.
- Taught, trained, and coached sales professionals regarding products.
- Conducted monthly business reviews with the team on objectives.
- Developed strategies to approach potential customers.

Hospital Pharmacist

Heliopolis Psychiatric Hospital

01/2002 - 12/2006 Cairo, Egypt

A psychiatric hospital focusing on inpatient healthcare.

- Monitored the supply of all medicines used in the hospital.
- Provided information on medication use and potential side effects.
- Worked closely with other healthcare professionals in clinical settings.
- Managed both in-patient and out-patient pharmacies.

CERTIFICATION

Certificate in Transformational Leadership

Certificate in transformational leadership and positive thinking

Sales and Marketing Certificate

Sales and marketing certificate

SUMMARY

Results-driven professional with over 15 years of experience in clinical pharmacy operations and business development, with expertise in strategic planning and regulatory compliance. My key achievements include enhancing patient care and compliance at Catalyst Pharmacy—which led to improved healthcare outcomes—and successfully growing the market presence of multiple pharmacies through effective business strategies at Rayat Consultants, resulting in a significant increase in client retention rates. I am seeking a Senior Management position at a forward-thinking company where I can leverage my extensive expertise in pharmacy management and business development to support your mission of advancing healthcare solutions and achieving excellence in customer service

EDUCATION

Bachelor's degree in Pharmaceutical science

Cairo University

09/2001 - 09/2001 Cairo, Egypt

Additional Prescribing Authority

Alberta College of Pharmacy

01/2016 - 01/1970 Alberta, Canada

KEY ACHIEVEMENTS



Customer Retention Improvement

Increased client retention by 30% by implementing customer service protocols at Rayat Consultants.



Service Expansion Impact

Successfully expanded services at Catalyst Pharmacy, increasing business by 25% within one year.



Sales Growth Achievement

Achieved 20% growth in sales through effective marketing strategies at MSD Gulf.

SKILLS

Business Development	GCC
negotiation skills	Oncology
Product Knowledge	six sigma
Team Building	

TRAINING / COURSES

Advanced Selling Skills

Advanced selling skills course

Negotiation Skills

Negotiation skills course

Team Building

Team Building workshop

Successful Selling Strategies

Successful selling strategies course

Emotional Intelligence

Emotional Intelligence training

Presentation Skills

Presentation skills training

Coaching Fundamentals

Coaching Fundamentals course

Effective E-marketing

Effective E-marketing seminar

Customer Service: Emotional Care

Customer service: emotional care course

Pharmaceutical Marketing

The Pharmaceutical Marketing course

Customer Centricity Interaction

Customer Centricity Interaction course

Strategic Thinking

Strategic thinking training

Six Sigma

Six Sigma training

The Master Negotiator

Master Negotiator course

INTERESTS



Hobbies

Reading, hunting, and sports

LANGUAGES

English

Native



Arabic

Native



STRENGTHS



Business Development Skills

Strong abilities in business development and strategic marketing.