

SAPNA NAND

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PROFESSIONAL SUMMARY

Experienced pharmaceutical professional with 6+ years of hands-on expertise in retail pharmacy operations, customer service excellence, and team coordination. Proven track record in procurement, sales operations, and building lasting customer relationships in the healthcare sector.

Core Expertise Areas:

- **Team Leadership & Coordination:** Successfully managed pharmacy teams, coordinated daily operations, and ensured seamless workflow in fast-paced retail environments.
- **Customer Experience Excellence:** Developed strong customer relationships through personalized service, health consultations, and comprehensive product knowledge in pharmaceutical and wellness sectors.
- **Procurement & Sales Operations:** Managed inventory systems, supplier relationships, and sales processes to optimize pharmacy operations and customer satisfaction.

WORK EXPERIENCE

Pharmaceutical Sales Associate & Team Coordinator

[Grinzing Apotheke](#) | 2018 - Present (6+ years)

Led daily pharmacy operations including customer consultations, prescription processing, and inventory management. Coordinated team schedules and training programs while maintaining high standards of customer service. Specialized in herbal medicines, health consultations, and building long-term customer relationships. Managed procurement processes and supplier relationships to ensure optimal product availability.

EDUCATION

Vocational Training in Pharmaceutical Sales

[Berufsschule für Handel und Reisen](#) | 2017 - 2018

Comprehensive training in pharmaceutical retail operations, customer service, and healthcare product knowledge.

PKA Training (Pharmazeutisch-kaufmännische Angestellte)

Certified Pharmaceutical Assistant Program | 2016 - 2017

Specialized certification in pharmaceutical retail, inventory management, and customer consultation in healthcare settings.

SKILLS & EXPERTISE

Professional Skills

Sales & Customer Relations • CRM Systems • Customer Experience Management • Health Consultations

Pharmaceutical Expertise

Botany & Plant Sciences • Chemistry Applications • Herbal Medicines • Health & Wellness Products

Management & Leadership

Personnel Planning • Team Coordination • Communication • Training & Development

Technical Skills

Microsoft Office Suite • Riposte Pharmacy System • Inventory Management • Data Analysis

LANGUAGES

Language	Proficiency
German	Native
Hindi	Native
English	Fluent

PERSONAL INTERESTS

Drawing • Playing with my birdies • Spicy food