

Sapna Nand

Team Leader | Pharmaceutical Commercial Assistant

 Vienna, Austria |  Grinzinger Apotheke |  [LinkedIn Profile](#)

Professional Summary

Dedicated • Pragmatic • Resourceful • Passionate

Dedicated pharmaceutical professional with 6+ years of experience in team leadership, customer service, and pharmacy operations at Grinzinger Apotheke, Vienna.

Team Leadership & Collaboration

Over the past five years, I've worked hand-in-hand with the pharmacy owner to guide staffing decisions, optimize workflows, and mentor new interns. I focus on creating clear training paths and a supportive environment, helping our smaller team maintain the stability and expertise we need.

Customer Engagement & Results

I consult with customers daily, providing personalized advice and building trust through reliable, informed service. By combining operational know-how with hands-on guidance, I help our pharmacy deliver consistent results and adapt smoothly to evolving challenges.

Operational Expertise

With six years in pharmacy operations—including magistral formulations, inventory management, ordering, and taxation—I've developed a deep, practical understanding of every process. Starting as an intern and advancing to a PKA role, I've built a solid foundation that ensures our pharmacy runs efficiently day to day.

Work Experience

PKA - Pharmaceutical Commercial Assistant

Grinzinger Apotheke | *Oct 2018 - Present* | *6+ years* | *Full-time* | *Grinzing, Vienna*

Leading pharmaceutical operations including magistral formulations, inventory management, customer consultation, and team coordination. Responsible for training new staff, optimizing workflows, and ensuring regulatory compliance in all pharmacy operations.

Education

Vocational Training - Pharmacy Employee/Assistant

Berufsschule für Handel und Reisen | *Sept 2021 - June 2023*

Specialized in Botany and Chemistry with additional pharmaceutical knowledge

PKA Training

Apotheke

Personnel Planning and Microsoft Office with 12 additional competencies

Skills & Expertise

Professional Skills

- Sales Processes
- Customer Experience
- Purchasing Management
- CRM

- Customer Experience Management

Pharmaceutical Expertise

- Botany
- Chemistry
- Pharmaceutical Trade
- Herbal Medicines
- Pharmaceutical Compounding
- Pharmacy Technology

Management & Leadership

- Personnel Planning
- Organizational Skills
- Communication
- Team Leadership

Technical Skills

- Microsoft Office Suite
 - Excel
 - Word
 - PowerPoint
 - Outlook
 - Riposte (Pharmacy Management System)
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Contact Information

LinkedIn: [linkedin.com/in/sapna-nand-0b6120219](https://www.linkedin.com/in/sapna-nand-0b6120219)

Location: Vienna, Austria

Current Employer: Grinzinger Apotheke

Professional Network: 61+ LinkedIn Connections

Interested in pharmaceutical expertise, team leadership, or customer service excellence? I'd love to discuss how my experience can contribute to your organization.