

Eteil Kwamou

Calgary, Alberta / Canada | 403-401-0024 | eteil.kwamou@gmail.com |
www.linkedin.com/in/eteil-kwamou-wandji-25a549261

SUMMARY

Dedicated and adaptable professional with 10+ years of experience in customer service, meticulous attention to detail, and a proven track record of handling diverse responsibilities in fast-paced environments. Seeking to leverage acquired skills, a penchant for problem-solving, and a passion for technology to transition into a dynamic role within the tech industry.

TECHNICAL SKILLS: Data Analytics, Quality Control, R, Excel, SQL, Tableau

PROFESSIONAL EXPERIENCE

Senior Pharmacy Assistant Shoppers Drug Mart

Calgary, Alberta
May 2013 – Current

- Gather and organize patient and prescription data accurately
- Maintain a comprehensive database of medication and inventory records
- Query databases for information needed for report processing
- Validate results and perform quality assurance to assess accuracy of data
- Implemented a streamlined prescription fulfillment process, reducing wait times by 20% and enhancing patient satisfaction
- Assist and counsel upwards 50-70 patients daily, ensuring a positive customer experience
- Generate reports on medication usage and inventory levels
- Successfully managed an average daily prescription count of 400-500 with accuracy and efficiency
- Perform routine quality checks on prescriptions orders for accuracy and completeness
- Suggest data-driven process improvements to enhance workflow
- Alert healthcare providers to potential risks and recommend alternative treatments when necessary
- Ability to spot discrepancies and ensure compliance with regulations
- Ability to articulate compliance requirements and provide guidance
- Proficient in maintaining detailed documentation of compliance-related activities

VOLUNTEERING & LEADERSHIP EXPERIENCE

Google DevFestyyc - Volunteer

Non-technical volunteer

Calgary, Alberta
November 2023 - Current

- Wayfinder - Guide attendees and participants to various event locations
- Room Host - Assist speakers, panelists, and attendees with any logistical needs within the assigned room
- Floater - Offer assistance to both attendees and organizers as required, adapting to changing needs

Countroom Supervisor - Volunteer Calgary United Soccer Association

Calgary, Alberta
August 2021 – Current

- Oversee alongside a licenced staff personnel - upwards 4 other staff members, for the accurate counting and reconciliation of large sums of cash
- Manage and supervise a team of countroom employees/volunteers, ensuring productivity and accuracy

EDUCATION & OTHER

UNIVERSITY OF CALGARY

B.S. in Natural Science, major Chemistry and Biology

Calgary, Alberta / Canada

April 2016

LANGUAGES: English(fluent), French(fluent)

OTHER EDUCATION: Pharmacy Assistant Certification, Google Data Analytics Certification, Microsoft Security, Compliance and Identity fundamentals Certification

REFERENCES

References will be provided upon request