89 Andries Noble Avenue

Plaisance

East Coast Demerara

21st January, 2017

RE: Letter of Application

Dear Sir/ Madam,

I, the undersigned, hereby submit a letter of application to the aforementioned organization in attempt to secure the position of Pharmacist

Attached to this letter is my curriculum vita which outlines my personal information, qualifications as well as experience which can be used as guidance to make a decision which I guarantee you will not regret. I have been in the pharmacy setting, both community and hospital, collectively for almost five (5) years. Prior to this, I worked in the field of customer service. This exposure has therefore helped me to become a rounded individual as it relates to patient care, customer care and empathy. In addition to the experience I’ve gained, I’ve also completed an Associate’s Degree in Pharmacy at the University of Guyana and have been a registered Pharmacist ever since.

I would like to thank you for considering my application and I also look forward to a positive response. I assure you that I would be an asset to the company since I am a hardworking young woman who possesses the necessary work ethics required by any company. I am available for an interview at anytime which may be convenient to you.

Thank you for your time and consideration.

Yours Respectfully,

Shemeka Daniela Isaacs

**SHEMEKA DANIELA ISAACS**

**89 ANDRIES NOBLE AVENUE PLAISANCE,**

**EAST COAST DEMERARA**

**GUYANA, SOUTH AMERICA**

**TEL# 5926983694; 5922206234**

**E-MAIL: shemekaisaacs@yahoo.com**

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**DATE OF BIRTH** 14th September, 1988

**AGE** 28

**EDUCATION** 2000 **Marian Academy**

2002 **St. Rose’s High School**

2010 **Penn Foster Online School**

* Pharmacy Technician Certificate

2013 **University of Guyana**

* Associate’s Degree in Pharmacy

**QUALIFICATIONS**: **CSEC Examinations**: - English A (grade1), English Literature (grade 2), Food and Nutrition (grade 2), Mathematics (grade 3), Chemistry (grade 3), Geography (grade 3), Agriculture Science (grade 3) and Biology (grade 4)

**Pharmacy Technician Certificate**

**Associate’s Degree in Pharmacy**

**EXPERIENCE**   **Digicel (Guyana):** – Outbound Agent - Customer Care Department; June 2008- September 2009

1. Resolve Customer’s queries

* Handset, products and services, billing, general company information
* Manage Corporate switchboard

1. Activations

* Activate ALL types of products and services e.g. corporate account, individual account, staff account, voicemail, data, roaming etc.

1. Liaise with Dealers

* provide information on policy and procedure

1. Outbound Calls/ Campaign/ Site Visits

* Contact customers welcoming them to the network
* Provide details on how to use the basic services
* Resolve queries where necessary resulting from call
* Participate in site visits and outdoor campaigns
* Prepare report within 24hrs of the site visits

1. Adjustments on accounts

* recommendations
* promise to pay
* monetary adjustments/ correction

1. Escalate problems in accordance with the query resolution procedure dictated by the Customer Care

Centre

**University of Guyana Pharmacy Attachment:-**

A three (3) month period within various sectors of the pharmacy industry of Guyana; July-October 2011

**Dr. Balwant Singh Hospital:-** Pharmacy Technician/ Pharmacist – July 2012 – July 2014

* Billing, filling and dispensing to in-patients and out-patients
* Patient counseling
* Drug delivery to in-patient wards
* Weekly stock taking
* Monthly expiry checks

**PharmaChoice Pharmacy:-** Part Time Pharmacist – July 2013 - December 2015

* Dispensing of Drugs (Prescription and OTC)
* Patient Counseling
* Drug recommendations
* Identifying Drug Interactions
* Writing off expired drugs
* Drug Procurement

**Georgetown Public Hospital Corporation**: - Pharmacist –

January 2016 – Present

* Rotatory stints at hospital departments (Paediatric, Psychiatric, Medical Outpatient, Accident & Emergency, Health Centres and General Dispensary)
* Clinical Rounds on wards
* Dispensing medication to the public
* Patient Counseling
* Identifying the drug interactions
* Double checking dosages and ensuring medications are correctly and safely supplied and labelled.
* Overseeing the duties of the Pharmacy Assistant/Technician
* Dispensing and keeping an updated register of controlled drugs in the absence of the Senior Pharmacist.
* Liaising with doctors about prescriptions and available drugs and available strengths
* Daily/weekly stock taking

**HOBBIES:**  Reading, Being involved in Outdoor activities.

**Additional**

**Information**: Licensed Driver for 8 years

Knowledge of Microsoft Excel, Word and PowerPoint and Outlook

Good interpersonal and phone skills

Good written and oral skills

**REFERENCES**  Mr. **Sherwyn Osborne**

**Director,**

**Customer Care**

**Digicel Guyana**

Fort & Barrack Streets,

Kingston,

Guyana

Tel# **592665-3275**

E-mail:[sherwyn.osborne@digicelgroup.com](mailto:sherwyn.osborne@digicelgroup.com)

Mrs. Yvonne Bullin

Pharmacy Administrative Manager,

Georgetown Public Hospital Corporation

East & New Market Street

Georgetown,

Guyana

Tel# 592226-7215