

FAHMIDA AKTER EPPA

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PROFESSIONAL STATEMENT

Experienced Dispensary Manager with over 4 years in pharmacy settings across the UK and Bangladesh. Skilled in medication dispensing, inventory control, and patient care. Confident in handling prescriptions and offering clear, friendly advice. Committed to creating a safe, well-organised pharmacy where patients feel genuinely supported.

WORK EXPERIENCE

Dispensary Manager – Sutton Manor Pharmacy, Hull

- Supervised dispensary staff to ensure smooth day-to-day operations.
- Followed latest updates and guidelines from MHRA and PPA to maintain compliance.
- Maintained accurate patient profiles, including up-to-date medication records.
- Monitored inventory levels and ensured medicines were properly stored and in good supply.
- Checked expiry dates regularly and kept detailed records for safety and compliance.
- Handled repeat prescription orders and responded to queries from GPs and nurses.
- Maintained fridge temperature logs and ensured refrigerated medications were stored correctly.
- Performed additional duties as needed to support the dispensary team.

Pharmacy Assistant – Mackenzie Pharmacy

- Supported the preparation and labelling of prescriptions under pharmacist supervision.
- Helped manage stock levels, ensuring timely reordering and proper storage of medications.
- Assisted customers with over-the-counter products and provided friendly, helpful service.
- Maintained a clean, organised work environment in line with pharmacy standards.

EDUCATION

Level 2 Pharmacy Support Staff Course for Healthcare Assistants
Care Certificate – Health Education England, Skills for Care, Skills for Health

SKILLS

- Confident managing day-to-day operations in a busy pharmacy
- Able to follow and apply the latest healthcare and pharmacy guidelines
- Experienced with **Titan**, the UK's leading PMR system
- Careful with stock control, storage, and expiry date checks
- Comfortable communicating with GPs, nurses, and patients
- Supportive team member with a flexible, reliable attitude
- Full UK driving license

LANGUAGES:

English (Fluent), Bengali (Fluent), Hindi (Fluent), Urdu (Intermediate)