**FAHMIDA AKTER EPPA**

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**PROFESSIONAL SUMMARY**

Experienced and dedicated Dispensary Manager with a strong background in UK and international pharmacy practice. Over four years of hands-on experience in dispensing medication, stock management, and patient counselling. Committed to delivering high-quality care and ensuring compliance with healthcare regulations and standards.

**WORK HISTORY**

Dispensary Manager  
Sutton Manor Pharmacy – Hull

- Accurately dispensed medications in line with prescriptions and healthcare guidelines.  
- Managed pharmacy stock efficiently, reducing wastage through streamlined inventory control.  
- Collaborated with pharmacists on medication reviews to ensure patient safety and adherence.  
- Provided clear, empathetic counselling to patients on medication usage, potential side effects, and precautions.

Pharmacy Assistant  
Mackenzie Pharmacy

- Supported day-to-day pharmacy operations and assisted in prescription preparation.  
- Maintained inventory records and ordered pharmaceutical supplies.  
- Delivered excellent customer service and liaised with patients on routine queries.

**EDUCATION & CERTIFICATIONS**

Level 2 Pharmacy Support Staff Course for Pharmacy Healthcare Assistants  
- Completed Care Certificate  
- Certified by Health Education England, Skills for Care, and Skills for Health  
- Date of award: 28th June 2023

**SKILLS**

- Dispensing medication under supervision  
- Inventory and stock management  
- Knowledge of UK pharmacy legislation  
- Patient counselling and communication  
- Confidentiality and discretion  
- Collaboration with healthcare professionals

**LANGUAGES**

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

**CONTACT**

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