

# Amy Droungas

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## + EDUCATION

**Currently Studying** Diploma of IT- Coder Academy (*Part-time*)

**Studying** Bachelor of Psychological Science, ACAP (*Deferred*)

**2017** Certificate III in S2 & S3 Community Pharmacy Medicine, Pharmacy Guild NSW

**2010** Higher School Certificate, SCEGGS Darlinghurst

## + COMMUNITY

**AIME- Student Mentor, Wollongong University:** Encouraging year 9-12 Indigenous Australians Students to engage in their education. The organisation aims to break the stigma and empower the students to finish their Higher School Certificate, enriching their future.

**Starlight Foundation/Starlight Room, Randwick Children's Hospital**

## + KEY SKILLS / ATTRIBUTES

- ✦ **Adaptability** – Willingness to embrace change, ideas and possess the ability to combine vision and attention to detail. At ease managing different roles.
- ✦ **Client Focus** - ensuring high service standards to exceed customer expectations and maintain ongoing relationships.
- ✦ **Negotiation** - excellent mediator with proven ability in managing conflicting and addressing missed customer expectations through achieving mutually agreeable outcomes.
- ✦ **Leadership** - coaching

## + EMPLOYMENT HISTORY

**G3-Inventory Control Specialist/E-HUB/Service desk TM- Bunnings Padstow**

**FEB 2020 – August 2021**

### **Responsibilities**

#### ✦ **Demand Clarity Project – NSW Inventory Specialist**

- Implementing the learnings of each week count to the team, G4's and leaders through Workplace and face-to-face coaching.
- Clear understanding of Mix/Max, IRNA, Purchase orders, Stock handling errors (from a Loss Prevention Perspective).
- Investigation Skills using Oracle, MTE and other Admin Reporting Tools.
- Collaborate closely with Head Senior Management and Consultants.
- Develop and drive strategic Inventory plans that support stock loss prevention, to maintain the lowest cost and integrity of our stock.
- Coaching team and G4's in Inventory Hub.
- The project has developed my investigation skills, whereby I am able to use my resources to investigate significant stock adjustments/negative stock for leaders.

## 🔗 E-HUB/Service Desk

- Handling customer orders/ enquires through COS.
- Comfortable in dealing with Ambiguity in relation to customer complaints.

## 🔗 BSAFE Committee-TM

- Ensure the support of Workplace campaigns and Safety

## Achievements

- 🔗 Maintaining an 80%+ average in Stock Integrity for the Demand Clarity Project.
- 🔗 Driving the *Projects Teams* Implementation of “**Last Receipt**” Function in POS/Inventory Hub to the Team- minimising Stock Handling errors.

## Store Manager, Blooms the Chemist Edgecliff

**FEB 2016 – FEB 2020**

A leading Community Pharmacy with over 100 stores Nationally.

## Responsibilities

- 🔗 Manage, coach and mentor Pharmacy Assistant in providing excellent customer service.
- 🔗 Strong Interpersonal Communication skills to maintain rapport, trust and confidentiality with customers around their health.
- 🔗 Driving Monthly Health Campaigns.
- 🔗 Handling and resolving complaints and missed customer expectations.
- 🔗 Monthly Accounts/Statements/Invoices
- 🔗 Ordering/reviewing and maintaining stock through Min Max system and individual suppliers.
- 🔗 Managing budget.
- 🔗 Rostering.
- 🔗 Working with Representatives to develop sales goals and strategies.
- 🔗 Tracking and reporting sales by category- working with key business stake holders to define targets.

## + COMPUTER / TECHNICAL SKILLS

Oracle / POS / COS / Bunnings Intranet-Admin Reports

Microsoft Word, Excel, Publisher, Outlook

## + REFERENCES – Bunnings Warehouse

Lauren Napier - Complex Manager, Padstow

Matt Potter - State Loss Prevention Operations Manager

Rosy Gilarte - Loss Prevention Advisor