



# PHẠM THỊ DIỆU LÝ

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📍 598/66 Dien Bien Phu, Binh Thanh, HCM

👤 Single

## PROFESSIONAL SUMMARY

Having one year of experience at a leading drugstore chain and nearly one year of working at a small community pharmacy. Hard-working, earnest, reliable and accurate professional who delivers courteous service at all times

## SKILLS

- Customer service
- Directing pharmacy operations
- Teamwork skill
- Good communication skills, enthusiastic, dynamic
- Patient education and counseling
- Pharmaceutical sales and services
- Drug safety
- Easy to integrate into the new environment

## WORK EXPERIENCE

**Druggist** (01/2017 - 01/2018)

**Thu Lan Pharmacy** – Danang, Vietnam

- Consulting products and handle with issues relating to products
- Responding customers' requests and support customer via telephone
- Introducing products to customers
- Supporting sales management
- Guidance on the use of drugs or products

**Pharmacist** (03/2018 – at the present)

**Pharos Indonesia (Century Healthcare)** - Ho Chi Minh, Viet Nam

- Counseling and supporting selling medicines associated with pharmaceutical
- Consulting drug sales, monitor and control the sales situation to ensure achieving the set target from company
- Updating knowledge about medicines to ensure proper consultation
- Capturing important information and handle quickly with arising issues
- Preparing a weekly pharmacy report to Regional Manager and Line Manager
- Reviewing patient medication profiles and medical records to screen for appropriate drug selection, dosing, contraindications, side effects and therapeutic outcomes
- Verifying the safety and efficacy of medication usage by reporting adverse drug effects, medication errors and other quality issues.

## ACHIEVEMENT

- Be dependent on supporting as well as tackling with issues from customers
- Product introduction of pharmacy to customer
- Understanding customers' requirement in addition to knowing how to consult about products to customers
- Customers are satisfied with counseling capabilities of the pharmacy
- Professional customer care skills

## EDUCATION

- **Bachelor of Science: Pharmacy, 2018**
- **Duy Tan University** – Thanh Khe Dist., Danang
- **GPP pharmacy counseling and pharmacy management course**