

Pham Thi Dieu Ly

MEDICAL REPRESENTATIVE



Contact information

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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



Pharmaceutical sales and services



Patient education and counseling



Easy to integrate into the new environment



Directing pharmacy operations



Teamwork skill



Work experience

March 2018 - Present

Century Healthcare - Ho Chi Minh, Viet Nam

Pharmacist

- 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

Jan 2017 - Jan 2018

Thu Lan Pharmacy – Danang, Vietnam

Druggist

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

Education

Oct 2013 - Dec 2018

Duy Tan university- Thanh Khe Dist., Danang

Bachelor of Science: Pharmacy, 2018

- GPP pharmacy counseling and pharmacy management course