

ARSHIA MOHAMMAD

Riyadh, Saudi Arabia • **Tel:** + (966)554322358 • **Email:** arshia.qursh@gmail.com
Iqama (Transferable)

Summary

Compassionate Pharmacist with 9+ years of experience in hospital organization. Ensured accurate dispensation of medications. Experienced in Interpret prescription orders and adapt highest quality of patient care and counseling. Ability to leverage leadership, monitoring medication reconciliation and Pharmacy management. Increased revenues through excellent customer care services. Focused on Outpatient Pharmacy , Community Pharmacy or Clinical pharmacy .

Work Experience

05-2023 – 08-2023 Outpatient Pharmacy Hayat National Hospital Riyadh (Saudi Arabia)

- Dispensed medicines with accuracy in a fast-paced pharmacy and counselling on correct dosages and medication prescribed by the Physician
- Managed and trained new pharmacists, that improved pharmacy performance
- Advised patients, interpret their queries with friendliness, which resulted in 95% positive feedback by the customers.
- Pharmacy temperature monitoring, ensuring compliance and regulation.
- Managed near expiry medicine stock to move first, ordering request for low stock medication.
- Checking on classification of generic drugs with their new brands
- Assisted patients and dispense their refill medications for chronic conditions.
- Advised patients related to insurance queries and solve issues for their medication costs
- Medication error rectified and reporting to Pharmacy Quality coordinator
- Collaborated with doctor and insurance personnel for medication reconciliation to prevent errors.
- Advising customers on cash medications(multivitamins, supplements and derma products)

09-2022 – 02-2023 Outpatient Pharmacist Urgent Care Medical Center Riyadh (Saudi Arabia)

- Reviewed doctor's order and verify accuracy of prescription
- Dispensed medications with right dose and right dosage forms
- Checked medication error and medicine error rectified before dispensing
- Counselling patients and customers also provided excellent administrative services
- Educating customer on correct medication use and provides efficient service
- Reviewed Pharmacy purchase order and modified medication lists
- Ensure ordering pharmacy stock items, Oversee expiry items
- Procurement of new medicines and ensure safe storage conditions
- Prepared medication Purchasing order through system and restock shortage of medicines

07-2018 – 07-2022 Pharmacist Aster Sanad Hospital Riyadh (Saudi Arabia)

OUTPATIENT & INPATIENT PHARMACY

- Reviewed doctor's prescription, Verified accuracy, correct medication & dose.
- Dispensed medications while providing quality patient service and ensured maximum efficiency
- Advised patients on correct use of medication and the benefits of medication adherence.
- Proficient in dispensing narcotic & controlled medicines, Ensured safety of medicines.
- Communicated with doctor's & Provide drug information e.g drug interactions, contraindication.
- Supervision in sterile compounding process of I.V in compliance to Pharmacy standards

- Monitor Pharmacy well stocked and promptly re-ordering in any low stock or nearly expired.
- Dispensed medications in any emergency & to inpatient wards. crash cart medicines inspection.
- Processed insurance prescriptions, tracking and resolved insurance and payment issues

08-2015 – 01-2017 Pharmacist Security Forces Hospital Riyadh (Saudi Arabia)

Inpatient Pharmacy, Narcotics & Controlled drugs and Drug Information center

- Review & interpret doctor's prescription with correct medication using electronic system
- Dispensed medication with right dose and frequency, Check proper labeling, packaging
- Corrected prescription errors (wrong dose, frequency and therapeutic duplication of medicines)
- Dispense Narcotic and Controlled drugs with correct dosage and direction of use
- Oversee Automated dispensing system Pyxis to assess accuracy of Narcotic & Controlled drugs
- Accurate documentation, record keeping and preparing a Narcotic and Controlled drugs statistics monthly report
- Supervised the work of pharmacy technicians and educate the new pharmacist
- Check the unit dose refill medications and sign refill report
- Oversee the floor stock order (right medication, quantity, expiry date) & signed request form
- Maintained collaborative communication with all healthcare professionals

Accomplishments:

- Supervised and trained 10+ New Pharmacist, technicians improving performance by 50%.
- Grew sales through counseling and helped achieve pharmacy business objectives that increased the revenue by 30%-50%
- Provided patients with prompt and comprehensive service.
- Received 98% positive feedback in customer satisfaction.
- Evaluated the complex prescriptions, reported Medication errors at a rate of 5-10 per day.
- Demonstrated success in order to minimize Medication errors before reaching to the patient
- Answered inquiries from patients and healthcare personnel related to correct dosing e.g
- Desmopressin spray and High Alert Medicine Clexane ,Heparin Inj and Apixaban
- Reviewed medication reconciliation form and resolved discrepancies issues
- Collaborated with Supervisor and Manager to resolve errors due to system failures, achieved saving the pharmacy in any potential loss

Education:

2006-2011 Doctor of Pharmacy (Pharm-D) Baqai Medical University (Karachi, Pakistan)

Key Skills:

- MS word, Excel, PDF, Marketing, E-learning, Data entry , Quality assurance
- Teamwork , Proficient communication(verbal/written), Customer-oriented, Problem-solving, Medication safety, Quality control, Pharmaceutical organization

Languages: Urdu (Native), English (Proficient), Arabic (intermediate), Hindi (proficient)

Professional Certifications

Valid August-2024 Pharmacist License, Saudi Commission for Health Specialties (Riyadh, Saudi Arabia)

2024 CPR – License Basic Life Support by American Heart Association (Riyadh, Saudi Arabia)

TRAINING:

2013 – 2014 one year, King Faisal Specialist Hospital & Research Centre, Riyadh(Saudi Arabia)

Worked as Pharmacist trainee at **Outpatient Pharmacy and Inpatient Pharmacy**

2009- 2 month Internship , King Khalid University Hospital, Riyadh(Saudi Arabia)

- **Academic Staff Pharmacy (ASP) and Cardiac Care Unit (CCU)**

2009-2010 one year Clerkship, Baqai Medical University Hospital, Karachi (Pakistan)

- Clinical rotations in the Inpatient wards
- Understanding the role of pharmacy in patient care

2009 – 2010 Pharmacy Intern Getz Pharmaceutical Company, Karachi (Pakistan)

- Manufacturing & Research and development department
- Quality Control and Quality Assurance department

CONFERENCES

- Head & Neck Oncology Conference, KSAU-HS Convention Center-Riyadh, October 2016
- Burden of Cancer in the Gulf region, Intercontinental Hotel Riyadh, October 2014
- 3rd Saudi International Pharmacoeconomics Conference, Hotel Intercontinental , May 2014
- 2nd International Conference of the Saudi Osteoporosis Society, Marriott hotel , March 2014
- 2nd PSMC Oncology and Palliative Care Conference, King Fahd Cultural Center, Feb 2014
- Asthma & COPD Forum-11th Annual Conference, Saudi Thoracic Society - Riyadh, Dec 2013

Symposium & Workshop/ Lectures

- Whole Body Health Symposium, 04th October 2022
- Saudi Hypertension Symposium, King Faisal Specialist Hospital & Research Centre, Dec 2014
- 1st International Drug Formulary Management Theory & Practice, KFSH&RC- Riyadh, Nov 2014
- Recent Advances in Diabetes Management symposium, Marriott Riyadh, May 2014
- CPHQ Foundation workshop by Anexas Europe (virtual), May 2021
- Science behind the Pharmaceutical Product development by International Medical University Malaysia, December 2020
- Six sigma application to healthcare lecture, Security Forces Hospital-Riyadh, December 2016
- Hazardous waste management lecture Security Forces Hospital Riyadh, October 2016
- Work Ethics lecture, Security Forces Hospital Riyadh, August 2016
- Safety awareness Lecture Ergonomics, Security Forces Hospital Riyadh, March 2016
- 7th Annual Quality& Safety Day, Security Forces Hospital Riyadh, October 2015
- 1st Intravenous Admixture, Total Parenteral nutrition(TPN) and Hazardous I.V Medications.

Virtual Activity:

- Grant them Shingles free life webinar by GSK, 1 Sep 2023, 24th ICU-webinar 29th August 2023
- Omega 3 Fatty Acids in Dyslipidemia Connecting Evidence with Practice, 25th August 2023
- Advances in Irritable Bowel Syndrome Management webinar, 19th August 2023
- Pain Mangement; A Patient-Centered Approach webinar,23 July 2023
- Acute Diarrhea Management in Children-Riyadh, 29th May 2023
- Lean Six Sigma Yellow belt training, Virtual October 2021