FRENZY ANN F. LUCERNAS, RPh
Block 16 Lot 14 Corner Mabini Dagohoy Street, Davao City
09157600397/ 09913661176
fofrenzy@gmail.com

OBJECTIVE: A driven individual with good communication skills who is devoted in providing excellent customer service by aspiring a cabin crew position with your job opportunity being offered now to grow my knowledge and immerse my skills.

PERSONAL INFORMATION

Name:	**FRENZY ANN F. LUCERNAS**
Date of Birth:	November 5, 1996
Place of Birth:	Bislig City, Philippines
Citizenship:	Filipino
Gender:	Female
Civil Status:	Single
Height:	160 cm
Weight:	53 kg

WORK EXPERIENCE

1. **Watsons Personal Care Philippines**
   (September 2018 – PRESENT)

- Retail Asia's Health and Beauty Retailer of the Year (2021)

Position: **Senior Pharmacist**

Duties :
- Supervise pharmacy personnel and ensure the standard operation procedure in providing excellent customer service is being followed
- Ensures that pharmacy personnel are well-groomed and standard spiels are followed
- Ensures that documents needed for audit are properly compiled and updated
- Ensures that customer complaints are being addressed well

- Complies all the needed requirements for FDA compliance
- Supervises pharmacy inventory
- Ensures timely ordering of items to avoid gaps in the selling area
- Ensure proper checking and dispensing of medicines to the customer
- Monthly checking of near-expiry items
- Timely coaching on pharmacy personnel team about the current updates on clinical setting
- Ensures that delivery of goods and products are complete and if incomplete, proper reporting shall be done

EDUCATIONAL BACKGROUND

Licensure Exam for Pharmacist	**Passed** September 2017
College	**University of the Immaculate Conception** Bachelor of Science in Pharmacy Davao City, Philippines S.Y 2013-2017

SKILLS AND ABILITIES

- ✓ Can easily empathize and proactively listen to the customers' needs that would satisfy their experience in order to build customer loyalty
- ✓ Easily adapts to digitalization processes that can pave way to customer convenience
- ✓ Can work individually when required and can also work with a team
- ✓ Enthusiastic at learning new things and accepts changes with a positive attitude
- ✓ Time-oriented and competitive in order to have work synchronization
- ✓ Having strong interpersonal skills that is relevant in the business especially in handling operational problems
- ✓ Proactive in listening especially when it comes to constructive feedback given by the customer, employer, and colleagues
- ✓ Keen to internal controls and protocols such as inventory management, proper documentation, promo execution and loss and prevention management

CHARACTER REFERENCE

Thessaly G. Ngo,RPh, CPh
Store Manager, Watsons Personal Care Philippines
Davao City, Philippines
Cel. No. 09451092055

Heidi T. Cruz, RPh
Area Trainer- Watsons Personal Care Philippines
Manila, Philippines
Cel. No. 09178358789

I hereby declare that the preceding statements are true and correct to the best of my knowledge.

FRENZY ANN F. LUCERNAS, RPh