

ROVELLENE EVE PAGADUAN

revpagaduan@gmail.com | +639958293551 | Batangas, Philippines

PROFESSIONAL SUMMARY

A highly skilled and dedicated professional with a background as a Registered Pharmacist and Store Supervisor. My expertise in pharmaceutical care, medication dispensing, and team management, combined with a strong commitment to patient well-being, positions me as a valuable candidate for a pharmacist role. Throughout my career, I have consistently demonstrated a strong understanding of pharmaceutical regulations and a commitment to providing exceptional patient care. I am eager to leverage my experience to contribute to a dynamic pharmacy environment, ensuring the safe and effective distribution of medications while promoting health and wellness in the community.

SKILLS AND ABILITIES

- Medication Knowledge
- Organizational Skills
- Customer Service
- Time Management
- Communication Skills
- Patient Counseling
- Regulatory Compliance
- Technical Skills
- Empathy
- Leadership/Collaboration
- Attention to Detail
- Problem-solving
- Ethical Judgment
- Multitasking
- Adaptability

WORK EXPERIENCE

Watsons Personal Care Stores | Batangas, Philippines

2015 - Present

Position: Registered Pharmacist/Store Supervisor

- Exemplified strong communication skills while delivering superior customer service.
- Processed prescriptions with precision and efficiency by cross-checking them with doctor's orders, and dispensing medication to patients.
- Diligently checked for potential drug interactions by taking into consideration the patient's health status and current medication usage.
- Provided sound health advice and medication guidance to patients in need.
- Motivated patients to adopt a healthy lifestyle by encouraging exercise, healthier eating habits, and smoke cessation.
- Successfully managed and led retail staff comprising cashiers and sales associates.
- Identified current and emerging customer trends to meet growing demands in the market.
- Ensured promotions were rolled out accurately and products were merchandised per company standards.
- Encouraged and inspired retail sales staff to excel and achieve their sales targets.
- Analyzed operating and financial statements to track profitability ratios and growth.
- Successfully resolved customer inquiries, complaints, and issues with tactfulness and professionalism.
- Utilized proven managerial and patient advocacy skills at Watsons Personal Care Stores (PHILS.) Inc.
- Worked in a fast-paced pharmacy, dispensing medicines, providing advice on dosages and risks.
- Assisted customers with friendliness and enthusiasm, resulting in 98% positive feedback from customer surveys.

- Managed and trained pharmacy assistants in various retail pharmacy stores.
- Served as a focused and reliable Supervisor Retail with an exceptional track record of employee team management and customer satisfaction.
- Responsible for managing and directing store employees, ensuring monthly and annual sales targets were met.
- Took initiative to educate employees, promote products, and collaborate with loss prevention to mitigate risks.

TRAININGS AND CERTIFICATIONS

- Prescribed Basic OSH Training Course For Safety Officer 1 (SO1) with Train the Trainers
- Center for Drug Regulation and Research Licensing Seminar for Drugstores and Outlets (A.O 2016-0003)

LICENSE

- Register Pharmacist License No. 0068921

EDUCATION

Centro Escolar University | Philippines

Graduated: 2014

Bachelor of Science in Pharmacy