Islam Ali Hassan Abd-El Hafez Hassan

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Address: 6 Street 606-off Mosque Al-Taebeen (Theatre Street) Sidi Bishr-Alexandria-Egypt

Date of Birth: March 15-1983

Place of Birth- United Arab Emirates. Dubai

Military Status: Exempted

# Professional Summary

Dedicated and experienced professional with a background in pharmacy supervision, pharmaceutical sales, and customer service. Proven leadership in supervising pharmacy assistants and ensuring quality service. Holds a law degree and consistently demonstrates adaptability, strong interpersonal skills, and a proactive work ethic.

# Work Experience

## Pharmacy Assistant Supervisor-Samar Mostafa Pharmacies

Alexandria, Egypt-2020-Present

Supervised pharmacy assistants and ensured compliance with pharmacy standards. Handled customer inquiries and supported pharmacy operations efficiently.

## Pharmacy Assistant-Al-Ensaf Pharmacy

Alexandria, Egypt- Jul 2015-Present (Part-time)

## Pharmacy Assistant Supervisor-19011 Pharmacies

Alexandria, Egypt- 2018-2020

Oversaw assistant staff across multiple branches.

Focused on enhancing service delivery and team performance.

## Pharmacy Assistant- Nihad Mohanna Pharmacy

Alexandria, Egypt- May 2014-May 2015

## Medical Sales Representative- Middle East Pharmaceutical Company (MinaPharm)

Egypt. Jun 2007-2018

Promoted pharmaceutical products to healthcare professionals. Achieved consistent sales targets and maintained client relationships.

## Production Supervisor- Manztex Textiles Company

Alexandria, Egypt- Oct 2006-May 2007 Supervised packing department operations.

Ensured high-quality output with attention to detail.

# Education

Bachelor of Law Alexandria University

*Graduation Year: 2006- Grade: Pass*

# Training & Courses

Human Development Course- Build Yourself Foundation (HR Basics) Sales Skills Development- Middle East Chemicals (Grade: Very Good) Tele-Sales Training- Medical Professions Company (Grade: Very Good) Training on Production Quality Monitoring

# Skills Languages:

Arabic: Native

English: Good (Reading & Writing)

# Computer Skills:

Proficient with Windows OS

Pharma Fly, B-Connect and Pharma Store systems

# Soft Skills:

Self-motivated Team player

Works well under pressure Eager to learn and innovate

Strong reader and knowledge seeker