



SAN MIN AUNG

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SOFT SKILLS

- Content writing
- Problem solving
- Communication
- Organization
- Creativity
- Interpersonal skills
- Multi-tasking

HARD SKILLS

- Customer service
- Pharmaceutical care
- Web development
- <https://coursera.org/verify/ZY5GSC9XYWLC>
- <https://coursera.org/verify/EKPMZNMJBMTG>
- <https://coursera.org/verify/SFK6ES8AJTR5>

ABOUT ME

I've been working as a care solutions pharmacist(customer service executive) in digital healthcare industry for over nearly two years. Being a second year Pharmacy student who is enthusiastic in self-learning of information technology and business, I am always exploring opportunities to build my career development in digital healthcare sector.

EDUCATION BACKGROUND

- **University Of Pharmacy, Yangon**
2nd year (B.pharm)
Matriculation exam marks-495 out of 600
- **Myanmar Institute of Theology, MIT**
1st year (B.Sc, Computer Science)
- **Parami International Business School**
Diploma in Business Administration (Dipl.BA, OSG)
- **Bareq-Arabic School**
Diploma in Arabic language (Candidate)

LANGUAGE

- Burmese (native)
- Rakhine (native)
- English (professional)
- Arabic (conversational)

PROFESSIONAL EXPERIENCE

- **My-Medicine, KBX Digital, KBZ | Care Companion Executive, Customer Experience Team (Full-time) 2021-Present**

- Provide accurate and prompt response to customers on enquiry about medicines and health related concerns
- Ensuring the maintenance of regulatory databases and departmental filing systems to facilitate accurate and retrievable records of department activities.
- Troubleshooting to obtain missing prescription information and interprets medical abbreviations.
- Support to the customer journey for making appointments and purchasing medicines
- Consult and negotiate with doctors for patient-centered health care
- Making inbound & outbound calls to customers to upsell the business's products and services.
- Reviewing customer or client accounts, following up on customers' needs and requirements on medications.

- **Participating as an intern in well-rounded program by My-Medicine**

- Having new experiences from vertical teams including product team, business development team, operation team.

Product Team

- Optimizing existing user interface designs
- Testing for intuitivity and experience
- Communicating with clients to understand their business goals and objectives
- Developing technical and business requirements and always strive to deliver intuitive and user-centered solutions
- Combining creativity with an awareness of the design elements

Business Development Team

- Testing new ideas before implementing
- Developing and maintaining client relationships
- Coordinating with sales teams to develop mutually beneficial proposals

- Negotiating contract terms with clients and communicate with stakeholders
- Gathering useful information from customer and competitor data
- Making and giving presentations to prospective clients and internal executives
- Conducting ongoing market research

Operation Team

- Evaluating pharmacy operations to ensure compliance with regulations of digital health platform
- Supervising pharmacy operation staff and interns to ensure that operations run smoothly
- Ensuring accessibility of necessary resources for operation wise achievement
- Monitoring drug costs and pricing within budget limits set by the company
- Reviewing and approving patient prescription requests before dispensing to the patients
- Engaging with vertical teams for the sustainability of the business and quality service of pharmacist care

REFERENCE

- **Hnin Phwe Phwe Oo**

- **Senior Manager (Operations Business Partner)**

My Medicine | KBX Holding Limited

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Website : <https://mymedicine.com.mm>

- **Eain Myat Moe | QA Supervisor**

- **(Customer Experience)**

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