

## **Dursitu Ahmed, CPhT**

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### **PROFESSIONAL SUMMARY**

Retail Sales Associate with more than 4 years in the retail industry. Areas of expertise include sales, customer relations and inventory management. As a certified pharmacy technician, I'm am ready and excited to build a long lasting career in the pharmacy industry.

### **SKILLS**

Retail Sales

Computer Literate

Stocking

Type 40 WPM

Fluent in Oromo (Ethiopian)

Quick Learner

### **WORK HISTORY**

Pharmacy Technician 11/2014 to present

Walgreens 10103 (11/2014-01/2015)

- Received my training in a 24 hour Walgreens.
- Take prescriptions and verify all necessary information needed to fill the script.
- Perform out window duties in both drive through and store.
- Answer phones, promptly and give exceptional customer service

Walgreens 3465 (1/2015 to present)

- Receive inventory and post stock.
- Track inventory and order medication and supplies as needed
- Organized a system to reduce return to stock and stimulate customer pick up.
- Take non control copy and voicemail for new script.
- Give copies to other pharmacy
- Organize work area and perform tasks in a detail oriented manner
- Started process to become a senior technician
- Process insurance claims and solve insurance rejection

Lead Sales Associate 06/2014 to 11/2014

Dollar General

- Point of sales operations, including customer service.
- Responsible for supervising up to three employees in a given shift.
- Worked with the management team to implement the proper division of responsibilities.

Assistant Manager 09/2013 to 03/2014

Abyssinia Restaurant -- Memphis, TN

- Completed all point of sale opening and closing procedures, including counting the contents of the cash register.
- Operated a cash register for cash and credit card transactions.
- Maintained a clean work environment.
- Take customers orders and serve customers.
- Answer phones.
- Customer Service.

Team Lead, Retail Sales Associate 01/2013 to 07/2013

Goodwill Industries – Norfolk, NE

- Operated a cash register for cash and credit card transactions.
- Stocked and replenished merchandise according to store merchandising layouts.
- Cleaned and organized the store, including the checkout desk and displays.
- Completed all point of sale opening and closing procedures, including counting the contents of the cash register.
- Shared best practices for sales and customer service with other team members to help improve the store's efficiency.
- Used time efficiently when not serving customers, including folding clothes and cleaning out fitting rooms.
- Fostered a positive work environment by consistently treating all employees and customers with respect and consideration.
- Cultivated a customer-focused shopping environment by greeting and responding to all customers in a friendly manner along with helping customers locate items.
- Worked with the management team to implement the proper division of responsibilities.
- Answered customer telephone calls promptly and in an appropriate manner.

Sales Associate 09/2012 to 02/2013

Walmart – Norfolk, NE

- Answered customer telephone calls promptly and in an appropriate manner.
- Maintained established merchandising standards, including window, sales floor and promotional displays.
- Priced merchandise, stocked shelves and took inventory of supplies.
- Cut fabric according to Walmart procedure.
- Welcomed customers into the store and helped them locate items.

## **EDUCATION**

High School Diploma: General 2010

Cordova High School – Cordova, TN

I took honors and Advanced Placement classes. Received 18 college course credits. Graduated with honors diploma.

One Year of University of Memphis: Biochemistry

Memphis, TN

Pharmacy Technician Program at Southwest TN Community College

**Certification**

Pharmacy Technician (CPhT)  
Certificate Number: 10060381

Registered with Board of Pharmacy in Tennessee and Minnesota