Hanane Aouizir

BSPhm MScPhm

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Profile

* Canadian Permanent Resident
* Full proficiency in English, French, Russian, and Arabic, plus limited German
* Over 10 years experience in the healthcare industry, inspection, and administration
* A conscientious and clinically oriented professional with a strong pharmacological, counseling, and inspection background, with comprehensive knowledge of confidentiality laws, health policy, and pharmaceutical regulations

Relevant Professional Experience

*Clerical Pharmacist, Inspection Department Dec 2018-Nov 2022*

*Order of Pharmacists of Lebanon, Beirut*

* Supervised, coordinated, executed, and maintained effective quality incident management programs and ensured compliance with corporate and global regulatory agency requirements
* Ensured that all work complied with health and safety standards, SOPs, and MOPH regulatory requirements
* Lead a cross-functional investigation team to collaborate in a timely investigation, risk control, continuous improvement, and effective checks
* Collected and inputted data and prepared letters, manuals, periodic, and specific reports

*Head of IT Department Apr 2016-Dec 2018*

*Order of Pharmacists of Lebanon, Beirut*

* Planned, organized, administered, controlled, and evaluated activities of departments and enterprises in computer systems and electronic data processing
* Developed and implemented policies and procedures for electronic data processing
* Managed metadata, including validating trainee forms and creating new customer emails, for continuing education and training profiles of 11,000 pharmacists within the organization
* Met suppliers and service providers to discuss technical system specifications, internal needs, costs, and timelines, while in charge of the department budget and expenses
* Managed teams of information technology specialists to design, develop, and operate computer and telecommunications software, networks, and systems

*Pharmacist Inspector Apr 2009-Apr 2016*

*Order of Pharmacists of Lebanon, Beirut*

* Inspected workplaces to ensure that medications, prescriptions, and processes were compatible with public health and safety
* Initiated enforcement proceedings to fine or close an establishment that did not comply with regulations, ethics, and laws
* Conducted field pharmacy inspection to investigate and register any incident or observation and performed internal notification and escalation to identify appropriate corrective actions
* Coordinated activities to address noted deficiencies in investigations and develop corrective actions
* Proactively scheduled and led meetings with cross-functional personnel and management to resolve investigations

*Relief Pharmacist Jan 2008-Nov 2022*

*Raja Pharmacy, Beirut*

* Dispensed drugs, para pharmaceuticals, and dermo-cosmetic products
* Assisted clients with the purchase of over-the-counter medication and medical equipment
* Offered patient counseling and guidance on correct usage
* Compiled, updated, and managed standard operating procedures (SOPs), oversaw the pharmacy finance and budgets, and remained abreast of current pharmacy practices, new drugs, and their uses

*Pharmacy Owner Aug 2004-Dec 2007*

*Al-amine Pharmacy, Laayoune, Morocco*

* Checked and processed prescriptions dispensed, promoted the economic use of medication, and ensured the careful handling of all pharmacy documentation
* Advised clients on the proper use of medications and prescribe OTC medications
* Managed the inventory of all medication stock and communication with pharmaceutical companies to place regular and special orders
* Prepared medical prescriptions and officinal preparations
* Completed forms for the national fund to recompose clients' medications
* Offered guidance, training, and supervision to the dispensary team and assistants to ensure the accurate dispensary of prescription medication
* Applied comprehensive clinical and technical knowledge to achieve the prompt resolution of any issues

Education

*Diploma Specialist, Master in Sciences in Pharmacy Sept. 1999-Jun 2004* Ukrainian National Academy of Pharmacy, Kharkov

* Equivalent to Canadian Bachelor’s and Master’s Degrees in Pharmacy
* Grade: Excellent

Selected Research

* Tracking of fake drugs in the Lebanese market | Annual yearly Pharmacist Congress | 2015
* Diabetes study | Pharmaco-vigilance for diabetes management | 2012
* Antibiotic abuse in Lebanon | 2011
* Proteins Misuse | International Pharmaceutical Federation (FIP–Franco-International Pharmacists) | 2010
* L’élaboration des méthodes de l’analyse qualitative et quantitative des gouttes auriculaires avec la teinture alcoolique de la propolis | 2004

Relevant Volunteering Experience

*Administrative Assistant, Lebanese Ministry of Public Health Jun 2020-Aug 2021*

* Followed up by telephone with patients and newcomers from other countries for an early diagnosis of COVID-19 contamination
* Completed computer data entry of positive cases and symptoms declared by telephone
* Assisted in the preparation of Covid-19 vaccines, including dilution and reconstitution, to be given to eligible patients
* Participated in awareness campaigns for protection against Covid-19 by educating the community with science-backed information and positive messaging to empower people to care for themselves, their family, and their community

*Covid-19 Awareness Campaign*, *Lebanese Ministry of Health*  *Jan-May 2020*

* Investigated, counseled, collected data, and produced statistics with recommendations to limit the pandemic spread

*Geriatric Assistance for the Elderly Oct 2012-Nov 2022*

* Assisted elderly patients with chronic health conditions and disabilities in taking medications (diabetes, cardiovascular, pressure), monitoring health indicators, and counseling

Trainings & Certifications

* Power BI: “L’analyse de données avec R” | Sep 2021
* Visual Dolphin Financials | RS Reengineering Software Design AG | Dec 2016
* ITIL Certification | Formatech | Nov 2016
* Configuring Advanced Windows Server 2012 | Microsoft | Sep 2016
* MCSA (SQL Server Database Administration) | Formatech | July - Sep 2016
* Administering Windows Server 2012 | Microsoft | Aug 2016
* Installing and configuring Windows Server 2012 | Microsoft | Jul 2016
* Microsoft Excel Intermediate Level | Formatech | Sep 2015
* Counterfeit Detection: Guidelines & Techniques | Eli Lilly & Company | Apr 2013
* Intellectual Property Protection & Counterfeit Medicines Identification | MSD | Nov 2012

Core Competencies

Pharmaceutical Inspections – Medication Safety Monitoring – Drugs Compounding – Medication Storage & Dispensing – Medication Administration & Documentation – Pharmacy Business Operations – Geriatric Pharmacy – Business Development – Pharmacy Compliance and Regulatory Requirements – Drugs Classification – Drugs Designation – Pharmacognosy – Pharmacovigilance – Clinical Practice – Research and Studies – Project Management – Statistics – Health Information Management - System Optimization – Workflow Analysis – Business Analytics – Volunteering – Coaching