



Meher Afrose Ritu

Customer Assistant

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Languages

English

About

With a robust foundation in pharmacy, I excel in customer service, particularly at Marks & Spencer where my skills shone in assisting customers and managing complaints. Fluent in English, skilled in stock management, and with extensive experience across various retail categories, I'm adept at ensuring compliance and maintaining positive customer interactions in fast-paced environments.

BRANDS WORKED WITH

- Hussein Pharmacy (BD)
- Lazz Pharma Ltd. (BD)
- Marks & Spencer

Experience



- Customer Assistant**
Marks & Spencer | Dec 2023 - Dec 2024
 - Provided excellent customer service at till.
 - Assisted customers with finding suitable products and organizing shelf.
 - Maintained a friendly manner and calm, positive demeanor when handling complaints.
- Pharmacist**
Hussein Pharmacy (BD) | Feb 2023 - Aug 2023
 - Developed knowledge of dispensing medications to patients, ensuring legal compliance in the pharmacy, reviewing labels, doses, and procedures, and securing and inventories controlled drugs to maintain compliance with regulations.
 - Discussed side effects and potential adverse interactions of drugs with patients.
 - Used pharmacy computer system to maintain records and track inventory.
- Assistant Pharmacist**
Lazz Pharma Ltd. (BD) | Jan 2022 - Nov 2023
 - Performed laboratory tests and prepared samples/specimens.
 - Performed daily quality control checks and prepared reports with reliable data.
 - Interpreted results based on findings.
 - Use the latest methodologies and best practices.
 - Helped with administrative tasks when needed.

Education & Training

- 2023 ● **University of Strathclyde**
MSc Advanced Cancer therapies,
- 2019 - 2023 ● **Southeast University**
Bachelor of Pharmacy,