***Achievements***

Creating, hiring and leading three different apprenticeship courses.

Working internationally in America supporting & training designers and Compliance Officers.

Working on the COV002 Vaccine Trial providing pharmacy support to the research team & handling of GMO products.

Supporting the setup and quick turn around of four COVID-19 studies leading to treatment starting in under 6 weeks.

Leading an archiving project to improve maintenance and management of 30 years worth of data.

Completion of Udemy Excel Course which gave me a better understanding and how to use it more effectively.

***Work History***

*Boots Pharmacy*

***Store Manager,*** *Nov. 2022 to Present*

Running the day to day of the store.

Ensuring workload is kept up to date.

Optimising staff to improve performance.

Taking responsibility for all store standards and KPIs

Supporting other managers/stores within the area.

Dealing with customer complaints and managing expectations.

Overseeing the care homes department to keep on track with agreed SLAs with homes.

Wren Kitchens

**Compliance Officer,** *Aug. 2021 to November 2022*

Providing support for USA counterparts.

Training USA based staffed.

Managing USA workload.

Auditing kitchen designs with detailed plan checks.

Providing designer feedback.

Answering compliance queries from customer services.

Providing UK field support when needed and completing home surveys.

**Survey & Planning Admin,** *Dec. 2020 to Aug. 2021*

Providing support for the National Compliance Manager.

Liasing with the regional Survey and Planning Managers.

Supporting 400+ Surveying and Planning Auditors nationwide.

Tracking and providing insight on KPIs.

Processing compliance requests from showrooms.

Completing telephone interviews with candidates nationwide.

Hull University Teaching Hospitals - NHS Trust

**Senior Pharmacy Assistant - Clinical Trials,** *Sep. 2019 to Nov. 2020*

Liaising with research teams

Supporting over 200 trials of varying speciality

Ensuring readiness for trial setups

Managing multiple email boxes and appointment diaries

Working within Good Clinical Practice standards

**Pharmacy Assistant**, *Aug. 2018 to Aug. 2019*

Working within a large team across 5 sites

Dispensing of inpatient, outpatient and discharge prescriptions

Managing medical gas supplies across the trust

Distribution of medicines to wards and clinics

Dealing with confidential patient information

Handling queries from ward staff, nurses and doctors.