

Shiry Amin

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Professional Summary

Driven Business Development Administrator with 2 years of experience in customer account management and operational support within the pharmacy sector. Proven ability to enhance customer satisfaction through effective onboarding and complaint resolution. Skilled in data entry and order processing, with a strong foundation in business development and sales management. Certified Lean Six Sigma Black Belt, committed to driving efficiency and excellence in all processes.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Business Development Administrator

PQ pharmacy-Brooksville, FL

July 2023 to Present

- Processed customer orders through Salesforce and QuickBooks accurately and efficiently, ensuring timely delivery
- Managed a high volume of incoming customer inquiries via phone and email, providing prompt and satisfactory resolutions
- Collaborated with cross-functional teams to resolve order discrepancies and ensure customer satisfaction
- Maintained detailed records of customer interactions, order status updates, and returns/exchanges
- Assisted customers in selecting the appropriate products based on their needs and preferences
- Resolved escalated customer complaints by actively listening to concerns, empathizing with customers, and finding suitable solutions
- Coordinated with warehouse personnel to prioritize shipments based on urgency and special requests from customers
- Performed regular inventory checks to ensure accurate stock levels for efficient order fulfillment
- Developed strong relationships with key clients through effective communication and personalized service
- Collaborated with the finance department to process refunds or credits for returned items in a timely manner
- Utilized CRM software to track customer interactions, monitor trends in inquiries/complaints, and identify areas for improvement in processes or products
- Consistently met or exceeded monthly performance targets for order processing accuracy rate
- Developed and maintained strong relationships with key healthcare professionals, including physicians, pharmacists, and hospital administrators
- Onboarded new customers and granted them access to the online portal
- Created shipping labels through ShipStation, UPS worldship and FedEx software

Front Desk Manager

Econo Lodge-West Haven, CT

August 2017 to May 2023

- Managed front desk operations, overseeing a team of 7 receptionists and ensuring smooth daily operations
- Implemented new check-in/check-out procedures to improve efficiency and reduce wait times for guests
- Developed and maintained strong relationships with vendors, negotiating favorable contracts for office supplies and services
- Trained new receptionists on company policies, procedures, and customer service standards
- Created employee schedules to ensure adequate coverage during peak hours while optimizing staffing costs
- Resolved guest complaints promptly and effectively, maintaining high levels of customer satisfaction
- Implemented a guest feedback system to gather insights and make improvements in service quality
- Maintained accurate records of room availability, reservations, and guest accounts using hotel management software
- Collaborated with the housekeeping department to ensure timely room turnovers and cleanliness standards were met
- Assisted in the planning and execution of special events such as conferences or weddings held at the hotel
- Managed inventory of office supplies, ordering replacements as needed to maintain smooth operations
- Conducted regular performance evaluations for receptionists, providing constructive feedback for improvement opportunities
- Developed training materials for front desk staff on topics such as phone etiquette and conflict resolution skills
- Coordinated with other departments (e.g., housekeeping, maintenance) to address guest requests or issues efficiently
- Oversaw cash handling procedures at the front desk, including managing petty cash funds
- Implemented safety protocols at the front desk area to ensure compliance with health regulations
- Maintained knowledge of local attractions, restaurants, transportation options, etc., to assist guests with inquiries
- Served as point person for emergencies (e.g., fire alarms), following established protocols and ensuring guest safety
- Managed the front desk budget, identifying cost-saving opportunities without compromising service quality
- Managed and processed payroll for 16 employees, ensuring accurate and timely payment
- Administered employee benefits programs, including health insurance, retirement plans, and flexible spending accounts
- Researched and resolved complex payroll issues in a timely manner

Education

High school diploma

West Haven High School-West Haven, CT

September 2016 to May 2020

Skills

- Microsoft Powerpoint
- Office management (7 years)
- Data analysis skills
- Facebook Advertising

- Profit & loss
- Sales strategy (7 years)
- Account Management
- Sales cycles (7 years)
- Customer support
- Office experience
- Email marketing
- Cold Calling
- Project management (7 years)
- Computer skills
- Microsoft Office
- Salesforce
- Lead generation (5 years)
- Supplier management
- Time management
- Call center
- Microsoft Outlook
- Layout design
- Continuous improvement
- Google Analytics
- E-commerce
- Organizational skills
- Adobe Acrobat
- Strategic planning (7 years)
- Sales
- Filing (2 years)
- QuickBooks
- Payroll
- CRM software
- Microsoft Excel
- Pharmaceutical sales
- AI
- Keyword research
- Analysis skills
- Research
- Management
- Social media management
- Digital marketing
- Communication skills
- Business requirements

- Microsoft Word
- Process improvement (7 years)
- Leadership
- Professional networking (7 years)
- Customer retention
- Product demos
- Packaging (2 years)
- Employee Orientation
- Client services
- Telephony
- Typing (8 years)
- Adobe Photoshop
- Appointment scheduling
- Negotiation
- Marketing
- Remote access software
- Business Development

Languages

- Arabic - Fluent
- Spanish - Intermediate
- Bilingual
- English - Fluent

Certifications and Licenses

CNA

Driver's License

Lean Six Sigma Black Belt

April 2025 to May 2027

Six Sigma Certification