

# TAMSIN O'FERRALL

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## PROFILE

I am a professional employee with five years of experience in customer service, administration and retail based roles with strong management, problem solving and analytical skills looking for a career within the healthcare and pharmaceutical industries.

## SKILLS

- Independent
- Analytical
- Time management
- Problem-Solving
- Strong Communication

## EDUCATION

### STELLA MARIS CATHOLIC COLLEGE

2012-2018

- HSC/ATAR
- Focus on biology and general science

### CERTIFICATE III IN HEALTH SERVICES ASSISTANCE

TAFE NSW - Brookvale Campus  
2019

- Completed placement on the neurology ward 7F at RNSH during the end of 2019

### STATEMENT OF ATTAINMENT IN MEDICAL ADMINISTRATION

TAFE NSW - Online Campus  
2020

## EXPERIENCE

### RETAIL MANAGER

Your Discount Chemist - Tuggeranong  
April 2024 - Present

- Recruitment, training and onboarding staff
- Creating staff rosters to meet the demands of the business.
- Inventory management - monitoring stock levels, doing orders, preventing shortages and overstocking.
- Implementing promotional strategies to boost sales.

### JUNIOR DISPENSARY TECHNICIAN

Your Discount Chemist - Tuggeranong

Jan 2024 - April 2024

- Dispensing under the guidance of the pharmacist, including schedule, 2,3,4 and 8 pharmaceutical drugs.
- Handling customer queries, feedback and issues relating to dispensary
- Learning and doing Webster packs (DAA).
- Stocktaking, ordering and inventory activities.

### RETAIL ASSISTANT

Your Discount Chemist - Tuggeranong

Nov 2023 - Jan 2024

- Customer service including helping customers with products and services, whilst also providing a positive shopping experience.
- Supporting store operations with inventory, ordering, stock control and back of house duties.