



Abed Al-Malek Rammal

Operations Manager (Pharmacy)/Personal Trainer

Work experience

Operations Manager | Nada Pharmacy

2018 – Present (6 Years)

- **Managed full-cycle PM shift operations** independently for 50+ hours a week, overseeing patient intake, prescription fulfillment, and clinical documentation.
- **Enforced strict medical compliance** for controlled substances (tranquilizers), maintaining a 100% accurate audit trail by verifying 6-month prescriptions and patient signatures.
- **Acted as the primary clinical liaison** between doctors and patients, ensuring a seamless "Experience Enhanced" by resolving insurance discrepancies and medication inquiries.
- **Maintained high-speed service standards** in a high-volume environment, consistently meeting patient needs while upholding rigorous data privacy and safety protocols.
- **Problem-solved complex patient issues** daily, using empathy and clinical knowledge to provide a "natural extension" of the physician's care.

Personal trainer

ABS GYM | march 2019 - feb 2026

- **Developed personalized health and wellness plans** for diverse clients, focusing on long-term lifestyle changes and physical rehabilitation goals.
- **Demonstrated strong communication and empathy** by coaching clients through challenges, building trust, and maintaining high retention rates.
- **Managed detailed progress tracking and data** for 15+ active clients, ensuring every program was adjusted based on measurable physical results.
- **Educated clients on basic anatomy and nutrition**, translating complex health concepts into easy-to-understand, actionable advice

About me

I'm a healthcare professional with over 6 years of experience running the daily operations of a busy pharmacy. During my time as Operations Manager, I've handled everything from high-stakes medication compliance to direct patient support. I take pride in being a reliable problem-solver who can keep things running smoothly and accurately especially in fast-paced healthcare environments.

Contact



+96171320563



abedrammal@gmail.com



Bchamoun , kraydle Street

More information

- **Professional Commitment:** Committed to long-term career growth; seeking a stable, full-time position with a minimum one-year commitment.
- **Flexibility:** Available for standard evening shifts (3:00 PM – 12:00 AM Beirut Time) and open to overtime or flexible scheduling as needed.
- **Mobility:** Valid Driver's License and own vehicle.

Education

Lebanese International University (LIU)

B.A. Pharmacist | September 2018- (present)

Lebanese University (LU)

B.A. Biochemistry | September 2015 - July 2018

Skills

1. Clinical Workflow Management
2. Medical Compliance (HIPAA Mindset)
3. High-Risk Medication Audit Trails
4. Patient Empathy & Conflict Resolution
5. Healthcare Data Accuracy

Languages

Arabic:
Native

English:
C1

French:
B1