

AHMED KHAMIS EL-SHAITANY

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PROFESSIONAL SUMMARY

Analytical and operations-driven professional combining retail and healthcare experience with strong technical skills in data analysis, reporting, and e-commerce last-mile operations. Experienced in monitoring order fulfillment lifecycles, identifying delivery bottlenecks, and developing custom automation workflows (Python, AutoHotkey, JavaScript) that streamline branch routing and customer interactions across 1000+ retail fulfillment locations. Proficient in leveraging retail analytics, Excel reporting, and CRM databases to enhance operational accuracy, improve delivery dispatch efficiency, and support evidence-based business decisions.

WORK EXPERIENCE

Call Center Pharmacist, DBS Mena - Assigned to Al-Dawaa Pharmacies

2025-Present

- **Last-Mile Delivery Management:** Coordinate real-time order fulfillment and dispatch operations across a distributed retail network of 1000+ branches throughout KSA, ensuring accurate order routing and SLA compliance.
- **Fulfillment & Order Tracking:** Track order status pipelines across delivery stages (Dispatched, Ready for In-Store Pickup, Rescheduled, Canceled), resolving delivery failures and order routing discrepancies.
- **Operational Reporting:** Monitor daily fulfillment volume, delivery turn-around times, and customer recall pipelines, identifying operational issues and reporting recurring fulfillment bottlenecks to supervisory teams.
- **Cross-Functional Alignment:** Serve as the central communication link between end customers, field couriers, retail branch staff, and customer care teams to accelerate order resolution and minimize delivery drop-offs.
- **System & CRM Utilization:** Leverage SAP Cloud for Customer (C4C) and pharmacy management systems to document operational interventions, customer purchase histories, and prescription verification records.

Pharmacist, Elezaby Pharmacy, Maadi Branch

2024-2025

- **Inventory & SKU Control:** Monitored branch inventory movements and stock turnover rates to prevent stockouts on high-demand items while maintaining strict compliance with dispensing quality standards.
- **Customer Consultation & Problem-Solving:** Provided clinical guidance on OTC regimens and mitigated potential drug-drug interactions through meticulous drug utilization reviews.
- **Operational Collaboration:** Collaborated with multidisciplinary healthcare teams and branch personnel to maintain optimal customer service levels and dispensing speed.

Pharmacist, Alsalama Pharmacy, Maadi Branch

2024-2024

- **Stock Administration:** Managed computerized inventory reconciliation, product intake, and safe medication storage protocols in accordance with healthcare regulations.
- **Patient Adherence & Tracking:** Counseled patients with chronic conditions, promoting adherence to therapy plans and tracking customer re-fill schedules.

Medical Representative, Pharco B Internationals

2023-2024

- **Sales Performance & Analysis:** Consistently achieved and exceeded monthly sales quotas by 20% through data-driven territory analysis, tracking market penetration and product uptake across medical accounts.
- **Commercial Reporting:** Documented daily client interactions and physician feedback in CRM software, utilizing performance data to refine weekly territory visitation plans.

Pharmacist, Bali & Alansar Pharmacies

2018-2023

- **Commercial Growth:** Generated a 40% increase in branch revenue by evaluating customer purchasing trends, optimizing product availability, and delivering exceptional customer care.
- **Retention Strategies:** Established durable customer relationships through reliable clinical counsel, driving customer loyalty and repeat business.

TECHNICAL PROJECTS & OPERATIONAL TOOLS

E-Commerce Branch Routing & Multi-Tier Pricing Engine

Python / Tkinter / Operations Optimization

- Built an operational desktop tool integrating a centralized database of 1000+ retail branches across Saudi Arabia with background clipboard tracking, reducing branch identification time from minutes to seconds.
- Engineered an automated promotional calculation module supporting complex retail offer structures (1+1, 2+1, 2+2, 3+1, customized second-piece discounts, and capped SAR thresholds), guaranteeing 100% price calculation accuracy in much less time.

SAP Cloud for Customer (C4C) & CRM Automation Suite

AutoHotkey v2 / UI Automation (UIA) / Workflow Efficiency

- Developed an automated workflow tool connecting with SAP Cloud for Customer / Live Activity Center using Microsoft UI Automation, automating client purchase history queries and sales verification.
- Configured operational fulfillment hotstrings and search triggers to record delivery status updates (Pickup vs. Dispatched Delivery) directly into the CRM, significantly reducing repetitive handling time per order.

Omnichannel Order Recall & Last-Mile Follow-up Manager

JavaScript / Chrome Extension APIs / Order Pipeline

- Developed a browser extension to manage client follow-up pipelines, tracking fulfillment outcomes across distinct operational categories (Delivery, Pick, Rescheduled, No Answer, Not Interested).
- Implemented persistent local storage, custom snooze intervals, and scheduled background alarm notifications to ensure prompt follow-up on delayed customer orders and preserve fulfillment conversion rates.

EDUCATION

Pharm D Program, Faculty of Pharmacy, Tanta University

2023-2025

Bachelor of Pharmacy (General Pharmacy), Faculty of Pharmacy, Kafr Elsheikh University

2017-2022

CERTIFICATIONS & TRAINING

- **Excel For Retail Professionals:** Retailo Academy (2025)
- **Data Analysis Certification:** Yanfaa Platform (2024)
- **Computer Network Fundamentals:** Information Technology Institute (ITI Mahara-Tech, Credential: eLZMxyCoNR)
- **Introduction to Network Security:** Information Technology Institute (ITI Mahara-Tech, Credential: fvzamhaG05)
- **Digital Marketing Challenger Track:** Udacity & Egypt FWD (2020)
- **Time Management & Professional Effectiveness Certification:** (2020)
- **Emotional Intelligence Certification:** Edraak (2020)
- **Healthcare Industry Internships:** Rameda (2022); Sandoz, Hikma, and Parkville (2021)

SKILLS & COMPETENCIES

Data Analysis & Reporting	Advanced Excel (Formulas, Retail Calculations, Pivot Tables), Data Analysis (Yanfaa), KPI Tracking & Dashboards, Operational Reporting, Discrepancy & Root Cause Analysis
E-Commerce & Operations	Last-Mile Delivery Coordination, Order Fulfillment & Dispatch, Branch Allocation & Routing, Promotional Pricing Architecture, Order Pipeline Tracking, Customer Recall Management
Technical & Systems	Python (Tkinter, Operational Logic), AutoHotkey v2 (UI Automation Framework), JavaScript (Chrome Extensions, Web APIs), SAP Cloud for Customer (C4C), Pharmacy Management Systems, CRM Software
Professional Strengths	Attention to Detail, Cross-Functional Team Coordination, Workflow Optimization, High-Volume Inquiry Resolution, Sales Strategy & Negotiation
Languages	Arabic (Native / Fluent), English (Professional Working Proficiency)

ACTIVITIES & VOLUNTEERING

- **EPSF - PH Member | Good Pharmacist:** Active contributor to media and medical research committees.
- **Community Volunteer:** Active volunteer with Resala Charity Organization and Insan Charity.