



Mirna Magdy

Nationality: Egyptian **Date of birth:** 16/01/1995 **Gender:** Female

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WORK EXPERIENCE

Healthcare Executive & International Collaboration Committee Member

The High Committee of Health Specialties (The Egyptian Fellowship) [01/2022 – 01/2024]

City: Cairo | Country: Egypt

- Oversaw the implementation, monitoring, and evaluation of training programs to ensure compliance with quality standards.
- Coordinated and documented high-level committee meetings, conferences, and events.
- Ensured training centers adhered to national and international regulatory and accreditation standards.
- Prepared detailed weekly reports and conducted data analysis to track training processes.
- Reviewed, analyzed, and integrated statistical data from multiple departments to inform decision-making.
- Contributed to the preparation and publication of organizational newsletters to enhance communication and engagement.

Hospital Pharmacist

Al Bank Al Ahly Hospital for Integrated Care [09/2019 – 12/2021]

City: Cairo | Country: Egypt

- Reviewed and validated prescriptions to ensure accuracy, appropriateness, and compliance with clinical guidelines.
- Dispensed medications for inpatients and outpatients, collaborating with healthcare teams to ensure optimal patient care.
- Prepared and managed specialized medications, including IV mixtures and narcotics, adhering to strict safety protocols.
- Conducted regular audits of medication inventory, ensuring proper storage, tracking, and timely restocking.

Hospital Pharmacist & Insurance Coordinator

As-Salam International Hospital [01/2019 – 11/2020]

City: Cairo | Country: Egypt

- Managed medication claims and approvals with insurance companies and Third-Party Administrators (TPAs).
- Processed pre-authorizations and reimbursements, ensuring compliance with insurance policies and regulations.
- Resolved claim discrepancies, collaborated with insurers to optimize approval workflows, and ensured timely claim settlements.
- Dispensed medications for inpatients and outpatients, working closely with healthcare teams to ensure safe and effective treatment.
- Prepared and managed specialized medications, including Total Parenteral Nutrition (TPN), following strict safety protocols.
- Provided consultations to healthcare professionals on drug interactions, side effects, and appropriate medication use.
- Conducted regular audits of medication inventory, ensuring proper storage, tracking, and timely restocking.

Shift Manager & Insurance Coordinator

Roshdy Pharmacies [03/2018 – 01/2019]

City: Cairo | Country: Egypt

- Supervised daily pharmacy operations, ensuring efficient workflow, accurate medication dispensing, and regulatory compliance.
- Processed pre-authorization requests and coordinated with insurance companies to obtain approvals for claims requiring verification.
- Communicated with insurance providers via phone calls to expedite approvals and resolve claim discrepancies.
- Reviewed and verified insurance claims after being processed by pharmacists during shifts, ensuring accuracy and compliance with insurance policies.
- Monitored inventory levels, ensuring the availability of essential medications and timely restocking to prevent shortages.
- Delivered exceptional customer service by addressing inquiries, resolving complaints, and educating patients on medication use and insurance policies.

Retail Pharmacist

Grand Pharmacies Group [09/2017 – 02/2018]

City: Cairo | Country: Egypt

- Dispensed prescriptions accurately and efficiently, ensuring compliance with pharmacy regulations and standards.
- Counseled patients on proper medication usage, dosages, and potential side effects to promote safe and effective treatment.
- Assisted in resolving customer queries and concerns, delivering exceptional customer service to enhance patient satisfaction.
- Monitored inventory levels, placing timely orders to ensure the availability of essential medications and products.

EDUCATION AND TRAINING

Bachelor's degree in Pharmacy

Misr University for Science and Technology [2012 – 2017]

City: Cairo | Country: Egypt | Website: <https://must.edu.eg/>

Master of Business Administration - MBA, Health Economics

Arab Academy for Science, Technology & Maritime Transport [08/2023]

City: Cairo | Country: Egypt | Website: <https://aast.edu/en/>

LANGUAGE SKILLS

Mother tongue(s): Arabic

Other language(s):

English

LISTENING B2 READING B2 WRITING B2

SPOKEN PRODUCTION B2 SPOKEN INTERACTION B2

DIGITAL SKILLS

Excellent command of Microsoft Office (Word, Excel, Outlook) / Time management, Analytical thinking, Strategic planning, Self-motivation, Attention to detail / Demonstrated leadership skills and a team player. / Teamwork & collaboration / Quality Assurance & Quality Control / Regulatory and Compliance Monitoring

COMMUNICATION AND INTERPERSONAL SKILLS

Effectively communicate complex medical information to patients and healthcare professionals.

Build strong relationships with customers through active listening and personalized advice.

Resolve customer concerns professionally, fostering trust and satisfaction.

Adapt communication style to suit diverse patient needs and educational levels.

KEY ACHIEVEMENTS

Harvard Medical School Collaboration

Played a pivotal role in event planning and management for workshops, including T2T, ECSRT, and Leadership in Medicine Training Programs.

Royal College Collaboration

Assisted in preparing Al Bank Al Ahly Hospital for accreditation by the Royal College of Emergency Medicine, ensuring compliance with international training standards.