

OGUNTOLA TOSIN JACOB

Lagos, Nigeria | | Phone: 09152550145] Email: tosinjacob95@gmail.com

PROFESSIONAL SUMMARY

Detail-oriented Pharmacy Store Manager with 1+ years of proven experience managing retail pharmacies in Lagos. Skilled in NAFDAC/PCN compliance, inventory control, staff training, and driving sales growth. Reduced stock losses by 22% and increased repeat customers by 35% at last store. Seeking to bring operations + customer care expertise to [Pharmacy Store Name].

KEY SKILLS

- Pharmacy Operations & NAFDAC Compliance
- Inventory Management + Cycle Counts + FIFO
- Staff Recruitment, Training & Scheduling
- Sales Targets, Upselling OTC, Customer Retention
- Cold Chain & Expiry Date Management
- POS Software:
- Cash Reconciliation & Daily P&L
- Supplier Negotiation & Purchase Orders[PROKIP][QuickBooks][Excel]

WORK EXPERIENCE

Assistant Store Manager / Senior Attendant | [Beat Pharmacy, Lagos

_February 2023 – August 2024

1. Supervised opening/closing, cash balancing, and bank lodgments with zero discrepancies for 18 months
2. Managed inventory for 2000+ SKUs. Maintained 98% stock accuracy using [POS name]
3. Handled customer complaints + health counseling on OTC products
4. Covered manager duties during leave: rostering, supplier orders, sales reporting

EDUCATION & CERTIFICATIONS

OND/Diploma, School Name: LASUTECH

Training: Customer Service Excellence

ACHIEVEMENTS

- “Employee of the Year 2024” – Beat pharmacy for zero stock loss + highest sales growth
- Introduced expiry alert system that eliminated expired drug write-offs

REFERENCES

Available on request