

SAMIR ABDO

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SUMMARY

Results-driven healthcare professional with more than 10 years of experience in pharmaceutical sales, clinical pharmacy, healthcare operations, and quality management. Currently developing specialized expertise in Risk & Crisis Management with a strong focus on enterprise risk assessment, business continuity planning, crisis response, operational resilience, and compliance management. Proven ability to analyze complex situations, identify potential risks, implement mitigation strategies, and collaborate with multidisciplinary teams in highly regulated healthcare environments. Holds an MBA and combines healthcare, quality, and business knowledge to support organizational resilience and effective risk management frameworks.

PROFESSIONAL EXPERIENCE

Clinical Pharmacist

Mouwasat Hospital – Jubail, Saudi Arabia

Nov 2023 – Present

- Participate in identifying and mitigating clinical and operational risks related to medication safety and patient care.
- Support hospital quality, compliance, and accreditation initiatives.
- Collaborate with multidisciplinary teams to enhance patient safety and reduce operational risks.
- Contribute to incident reporting, investigation, and corrective action implementation.
- Assist in business continuity efforts within pharmacy operations and healthcare services.
- Analyze pharmacy processes and recommend improvements to increase efficiency and reduce risk exposure.
- Prepare reports related to medication safety, compliance, and operational performance.

Senior Medical Representative

Global BSC – UAE

Aug 2021 – Jul 2023

- Managed key healthcare accounts and developed risk-aware strategies to maintain business continuity and market growth.
- Conducted market analysis to identify opportunities, challenges, and potential business risks.
- Built strong relationships with hospitals, clinics, and healthcare decision-makers.
- Achieved and exceeded sales performance targets while maintaining compliance with company policies.
- Supported product launch initiatives through planning, monitoring, and performance analysis.
- Prepared business reports and forecasts to support management decision-making.

Medical Representative

Global NAPI Pharmaceuticals – Egypt

Aug 2015 – Jul 2021

- Promoted pharmaceutical products while ensuring compliance with industry regulations and ethical standards.
- Conducted market intelligence activities and competitive risk assessments.
- Managed institutional accounts and supported contract negotiations.
- Contributed to strategic planning and territory development initiatives.
- Trained junior team members on compliance, product knowledge, and professional communication.
- Supported business growth through effective stakeholder engagement and market analysis.

EDUCATION

Master of Business Administration (MBA)

Arab Academy for Science, Technology & Maritime Transport
Alexandria, Egypt | 2020

Bachelor of Pharmacy (B.Pharm)

Misr University
Cairo, Egypt | 2015

PROFESSIONAL TRAINING

Risk & Crisis Management Training Program

Currently In Progress

- Enterprise Risk Management Fundamentals
- Risk Identification & Assessment
- Crisis Response Planning
- Business Continuity Management
- Incident Management
- Organizational Resilience

CERTIFICATIONS

- Saudi Prometric Exam – Passed (2022)
- Certified Professional Health Care Quality Control (NPHQ) – 2025

KEY ACHIEVEMENTS

- Supported quality and compliance initiatives within a leading healthcare organization.
- Managed relationships with more than 20 hospitals and healthcare facilities.
- Conducted over 150 professional healthcare visits monthly while maintaining strong performance standards.
- Contributed to the successful growth and promotion of more than 10 pharmaceutical product lines.
- Assisted in securing multiple institutional agreements that supported sustainable business growth.
- Participated in process improvement initiatives that enhanced operational efficiency and patient safety.

TECHNICAL SKILLS

- Enterprise Risk Management (ERM)
- Risk Registers Development
- Business Continuity Planning (BCP)
- Crisis Management
- Incident Reporting & Investigation
- Root Cause Analysis (RCA)
- CAPA Management
- Compliance Monitoring
- Quality Management Systems
- KPI Analysis & Reporting
- CRM Systems
- Microsoft Office Suite
- Data Analysis & Reporting

SOFT SKILLS

- Analytical Thinking
- Problem Solving
- Crisis Decision-Making
- Leadership
- Communication Skills
- Stakeholder Management
- Negotiation
- Strategic Planning
- Teamwork & Collaboration
- Adaptability Under Pressure

LANGUAGES

- Arabic: Native
- English: Fluent