

JACKY SIMBOH

Apothecary

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Pharmacist with experience in **hospital and primary healthcare settings**, with strong exposure to healthcare operations, customer service, inventory management, quality monitoring, SOP compliance, documentation, and coordination with healthcare professionals. Experienced in maintaining effective communication with patients, doctors, pharmacy teams, and cross-functional stakeholders while ensuring service quality and operational continuity. Possesses strong **relationship-building, communication, analytical, coordination, and problem-solving skills**, with a strong understanding of pharmaceutical products and healthcare environments. Interested in contributing to a **District Manager role** through effective territory coordination, customer relationship management, business opportunity identification, team support, and achievement of commercial objectives.

WORK EXPERIENCE

MAYAPADA HOSPITAL – Bogor, Indonesia

Assistant Pharmacist

(Okt 2025 – Present)

- Provide pharmaceutical services and professional communication to patients while ensuring appropriate and effective medication use.
- Build positive relationships with patients and healthcare professionals through effective communication and responsive service.
- Perform **unit quality monitoring** to ensure operational activities comply with established procedures, service standards, and quality requirements.
- Monitor pharmaceutical service processes and identify operational issues requiring follow-up or improvement.
- Coordinate with doctors, nurses, pharmacy personnel, and other hospital units to ensure smooth service delivery.
- Maintain accurate documentation and reporting related to pharmaceutical services and unit activities.
- Apply problem-solving and analytical skills in handling operational issues and maintaining service quality.
- Support implementation and continuous improvement of SOPs within the assigned unit.

ST. CAROLUS HOSPITAL, PRIMARY CLINIC KLENDER – Jakarta, Indonesia

Pharmacist in charge

(Aug 2024 – Aug 2025)

- Managed pharmaceutical operations and ensured compliance with applicable pharmaceutical regulations and internal procedures.
- Maintained professional relationships and communication with healthcare professionals, patients, suppliers, and relevant external stakeholders.
- Managed pharmaceutical inventory, product availability, documentation, and reporting to support uninterrupted pharmacy operations.
- Coordinated with **BPOM and local Health Offices** during inspections, reporting activities, and regulatory requirements.
- Ensured implementation of SOPs and pharmaceutical service standards across daily operations.
- Prepared and maintained compliance documentation, reports, and supporting evidence for audits and inspections.
- Identified operational issues and coordinated corrective actions to maintain service quality and regulatory compliance.

PT. BANK CENTRAL ASIA, Tbk – Jakarta, Indonesia

Frontliner

(Oct 2022 – Oct 2023)

- Delivered professional customer service and handled customer inquiries in a fast-paced banking environment.
- Built positive customer relationships through effective communication and responsive service.
- Identified customer needs and provided appropriate information and service solutions.
- Processed customer transactions accurately while maintaining attention to detail and compliance with procedures.
- Handled customer concerns and supported issue resolution in accordance with company policies.
- Maintained accurate administrative records and ensured confidentiality of customer information.
- Collaborated with colleagues to maintain efficient branch operations and service quality.

SKILLS

Relationship Management

Experienced in building professional relationships with patients, healthcare professionals, colleagues, and external stakeholders.

Healthcare & Pharmaceutical Knowledge

Strong understanding of pharmaceutical products, pharmacy operations, medication use, inventory, and healthcare service environments.

Leadership & Coordination

Experienced in coordinating pharmacy operations, maintaining team alignment, monitoring implementation of procedures, and supporting service quality.

Business & Customer Orientation

Customer-facing experience as a pharmacist and bank frontliner, with strong communication and service-oriented capabilities that can be transferred to pharmaceutical commercial roles.

Analytical & Problem Solving

Able to identify operational problems, analyze situations, determine appropriate follow-up, and ensure issues are properly documented and resolved.

Execution

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Compliance

Accustomed to working with targets, SOPs, deadlines, documentation, quality standards, and regulatory requirements.

EDUCATION

UNIVERSITAS 17 AGUSTUS 1945 JAKARTA

Apothecary

(Jan 2020 – Aug 2023)

UNIVERSITAS KRISTEN INDONESIA di TOMOHON

Pharmacy

(Aug 2016 – Dec 2019)

ORGANIZATION

KOMISI PELAYANAN REMAJA GMIM WINALIAN WALIAN 1

Chief

(July 2022 – July 2023)

- Plan and lead commission meetings, establish the agenda, and make sure that all organization members are informed in a timely and clear manner.
- Effective communication helps individuals express their wants, goals, and contributions to others and fosters a sense of belonging and community.

KOMISI PELAYANAN ANAK GMIM IMANUEL WALIAN

Secretary

(Jan 2018 – Dec 2021)

- effectively put in place a sound administrative system and possess the ability to effectively arrange schedules and documents