

JACKY SIMBOH

Apothecary

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Pharmacist with professional experience in **hospital and primary healthcare settings**, with strong knowledge of pharmaceutical products, medication management, healthcare services, inventory, quality monitoring, and regulatory compliance. Experienced in communicating pharmaceutical information to patients and healthcare professionals, coordinating across healthcare units, monitoring operational performance, and analyzing issues to support service improvement. Combines a **pharmaceutical background with strong communication, analytical, customer-oriented, and coordination skills**. Interested in developing a career in **Pharmaceutical Product Management**, particularly in product planning, market understanding, product communication, commercial execution, and cross-functional coordination.

WORK EXPERIENCE

MAYAPADA HOSPITAL – Bogor, Indonesia

Assistant Pharmacist

(Okt 2025 – Present)

- Provide pharmaceutical services and professional medication information to patients while ensuring appropriate and effective product utilization.
- Communicate pharmaceutical product information clearly and appropriately based on patient needs and clinical considerations.
- Build effective communication and professional relationships with patients, doctors, nurses, and healthcare teams.
- Conduct **unit quality monitoring** to evaluate service implementation, operational processes, and compliance with established standards.
- Monitor pharmaceutical product availability and inventory to support continuity of healthcare services.
- Identify operational issues and coordinate with relevant teams to determine appropriate solutions and follow-up actions.
- Analyze service-related information and maintain accurate documentation to support monitoring and evaluation.
- Support implementation and improvement of SOPs and service standards within the assigned unit.
- Work collaboratively with cross-functional healthcare teams to ensure effective execution of pharmaceutical services.

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

Pharmaceutical Product Knowledge

Strong academic and professional understanding of pharmaceutical products, medication use, dosage forms, indications, and appropriate product utilization.

Customer & Healthcare Professional Understanding

Experienced in direct interaction with patients and healthcare professionals, providing insight into customer needs and healthcare service environments.

Analytical & Problem-Solving Skills

Experienced in monitoring operational data, identifying issues, evaluating processes, and developing appropriate follow-up actions.

Communication & Presentation

Able to communicate pharmaceutical information clearly to different audiences and collaborate effectively with healthcare professionals and cross-functional teams.

Commercial Awareness

Understands the importance of product availability, customer needs, product value communication, and effective execution in supporting pharmaceutical business objectives.

Cross-Functional Coordination

Experienced in coordinating with doctors, nurses, pharmacy personnel, suppliers, and external stakeholders to ensure effective execution of healthcare operations.

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