**Zeyad Elgamal. Pharm.D., BCPS, CDE, APA, MLA.**

Lead Clinical Staff Pharmacist

Ambulatory Pharmacy Services

Cleveland Clinic Abu Dhabi

United Arab Emirates

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**INTRODUCTION AND BIOGRAPHY**

I hold a master’s degree in Management from Harvard University and bring more than 17 years of well-rounded healthcare experience in healthcare management, pharmaceutical industry, community pharmacy, hospital pharmacy, and healthcare education in 3 continents and 5 countries. I also earned a certificate of Strategic management from Harvard University and attended Executive leadership training at Harvard Kennedy School of Government.

I owned a 12,000 Square foot Shoppers Drug Mart franchise in Canada for 6 years with a management span of control of 42 colleagues and 2 managers and 10 million Dollars of annual revenues.

I graduated from the school of pharmacy, Alexandria University, year 2002 with Bachelor’s degree in pharmaceutical sciences and worked at Johnson & Johnson Saudi Arabia for 5 years before immigrating to Canada in 2009 to start my clinical and management career.

In Canada, I became a registered pharmacist, Certified Diabetes Educator, pharmacist with additional prescribing authority, Board certified Pharmacotherapy Specialist, and Acquired a Doctorate degree in pharmacy from University of Colorado Denver.

I currently serve as a lead clinical staff pharmacist at Cleveland Clinic Abu Dhabi since Oct 2016. My postgraduate studies and versatile practical experience enhanced my business understanding and leadership capabilities to be well-equipped to effectively lead teams and succeed in challenging assignments.

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**EDUCATION**

* **Master of Management                                               July 2017 to Nov 2020**

Harvard University, Boston, MA, USA.

* **Certificate of Strategic Management                         July 2017 to July 2019**

Harvard University, Boston, MA, USA

* **Doctor of Pharmacy                                                      Jan 2010 to Dec 2013**

University of Colorado Denver, USA.

* **Bachelor of Pharmacy                                               Sept 1997 to June 2002**

Alexandria University, Egypt.

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**WORK** **EXPERIENCE**

* **Lead Clinical Staff Pharmacist                                           Oct 2016 to present**

Cleveland Clinic Abu Dhabi, UAE.

* **Associate owner/Franchise manager                               Jan 2011 to Oct 2016**

Shoppers Drug Mart pharmacy, Canada.

* **Co-founder/ Owner of ClinMedEx Canada                       Jan 2010 to Oct 2016**

Calgary, Canada.

* **Diabetes Educator                                                              Oct 2011 to Oct 2016**

Shoppers Drug Mart, Canada.

* **Registered Pharmacist                                                        Jul 2009 to Jan 2011**

Shoppers Drug Mart Canada.

* **Senior Sales representative                                              Apr 2004 to Dec 2008**

Johnson and Johnson J&J Saudi Arabia.

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**CERTIFICATIONS**

* **Board Certified Pharmacotherapy Specialist.                       Oct 12 to present**

USA.

* **Additional Prescribing Authority “APA”                           Nov 2015 to present**

Alberta College of pharmacists, Canada.

* **Certified Diabetes Educator “CDE”                                   May 2011 to present**

Calgary, Canada.

* **Certified Injection Pharmacist                                                 May 2013 to 2016**

Alberta College of Pharmacists, Canada.

* **Certified first aider (CPR/BLS)                                            Feb 2012 to present**

Alberta College of Pharmacists, Canada.

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**LICENSE**

* **Registered pharmacist in Abu Dhabi                                        2016 to present**

UAE.

* **Registered Pharmacist on The Clinical Registrar           July 2009 to present**

Alberta College of Pharmacists**,**Canada.

* **Registered pharmacist in Egypt                                                2002 to present**

Alexandria, Egypt.

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**TRAINING**

* **Outward Mindset                                                                               March 2020**

Cleveland Clinic Abu Dhabi, UAE

* **Emerging Leaders Executive Education Program                             Nov 2019**

Harvard Kennedy School of Government.

Boston, USA, Main campus.

* **Leadership Immersion: The Cleveland Clinic Way.**                           **Aug 2019**

Cleveland Clinic Foundation “CCF main campus”. Ohio, USA.

* **Leadership Challenge.                                                                           Feb 2019**

Cleveland Clinic Abu Dhabi, UAE

* **Leadership Excellence And Development Program” L.E.A.D”          Oct 2010**

Shoppers Drug Mart. Calgary, Canada.

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**ACHIEVEMENTS AND AWARDS**

* Successful implementation of the zero-cost and financially sustainable strategic initiative of the “Fast Track Counter” that brought waiting time down from 40 minutes to 18 minutes.
* Created the “TAPR team“; “Technician with Additional Pharmacist Responsibilities” to enhance the strategic sustainable cost reduction and relocate pharmacists to more clinical services.
* Lead a cross-functional team of 10 medical interpreters during COVID 19 and achieved 100 % of our target after 1 day of operation in the pharmacy call center.
* Succeeded with a multi-disciplinary team to transition the pharmacy call center from a fully manned service to a hybrid self-service model to decrease the manpower needed.
* Successfully doubled the prescription count at Shoppers Drug Mart franchise in Canada after only 4 years of ownership, although the store was in plateau phase after 10 years since opening.
* Was awarded the “Dean’s list Academic Achievement Award” at Harvard University for achieving a GPA of 3.8.
* 2nd place -Patient experience award- Ambulatory pharmacy team, Q1/2021.
* Team excellence award Q1/2020-Home delivery team.
* Five of the pharmacists that I trained in Canada own their own practice.
* Performed CPR on a cardiac arrest patient in Los Angeles airport and he survived.
* Played for the Egyptian National Basketball team U19.
* Played semi-pro basketball for Calgary Crush in Canada.
* Learned how to skate at age 35.

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**VOLUNTERING**

* Volunteer at Cleveland Clinic Abu Dhabi quality week and “Medication take-back service“. UAE, 2017.
* Volunteered at CCAD community outreach programs. 2017 thru 2018.
* Volunteer at the Syrian refugee resettlement program, Canada. 2015
* Volunteer at the “Your Muslim Neighbor” snow shoveling campaign, Canada. 2015.

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**HOBBIES AND INTERESTS**

* Basketball.
* Scuba diving, free diving, spearfishing, and line fishing.
* Hunting.
* Watching documentaries.