

NOUR HASAN

Product Specialist Support

0557899714 | nour.hasan.927@gmail.com | UAE – Dubai | Syrian



PROFESSIONAL SUMMARY

Pharmacist and experienced product specialist with a strong background in medical devices, patient support, product education, healthcare communication. Experienced in providing technical and clinical support to patients, addressing product-related concerns and translating complex medical information to clear, practical guidance. Strong understanding of healthcare products and customer need, with excellent communication, relationship- building, and problem-solving skills.

WORK EXPERIENCE

Product specialist support | Medtronic – UAE

02/2025 - Present

- Provide professional patient support to insulin pump users, addressing technical and product-related concerns and guiding patient toward effective device use.
- Educate patients on insulin pump features, usage, troubleshooting, and best practice to enhance their confidence and overall experience.
- Identify and address product-related issues while coordinating with relevant internal teams and healthcare professionals when required.
- Demonstrate strong product knowledge, problem solving, and communication skills within a specialized medical device environment.
- Achieved a distinguished NPS evaluation, reflecting strong commitment to patient satisfaction and quality of support.

Pharmacist | Life Pharmacy – UAE

03/2024 – 01/2025

- Dispensed prescription and non-prescription medications while ensuring accuracy and professional standards.
- Provided patients with guidance on medication use, dosage, precautions and potential side effects.
- Recommended appropriate pharmaceutical and healthcare products based on patient needs.
- Build strong patient relationships through effective communication, active listening, empathy, and patient-centered approach.

EDUCATION

- Bachelor of Pharmacy (BPharm) | Al-Hawash private university.

SKILLS

- Strong communication skills
- Negotiation and persuasion
- Proficiency in Microsoft Office Apps
- Time management
- Leadership and scheduling abilities
- Adaptability

LANGUAGE

- Arabic: Native.
- English: Excellent.