



Antonia Angelou

Date of birth: 20/03/1984 | **Nationality:** Greek | **Gender:** Female |

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● ABOUT ME

Motivated pharmaceutical professional who has acquired the necessary qualifications for a Qualified Person status application. Proficient in industrial pharmacy, with experience in medication safety, quality assurance, GxP compliance, software evaluation, customer journey and the organization of workshops for healthcare professionals.

● WORK EXPERIENCE

15/11/2023 – CURRENT Helsinki, Finland

PHARMACEUTICAL CUSTOMER SUCCESS SPECIALIST CURIFYLABS

As a Pharmaceutical Success Specialist at CurifyLabs, I specialize in guiding customers towards maximizing the value of our offerings, contributing significantly to sales support and driving revenue growth

Key Responsibilities:

1. Enhancing Customer Value: I lead efforts to ensure clients fully leverage CurifyLabs' offerings, resulting in heightened value perception and strengthened customer relationships.
2. End-to-End Customer Engagement: Proficiently managing remote and on-site customer engagements, from onboarding to lifecycle support, with an unwavering commitment to consistent satisfaction and nurturing long-term connections.
3. Insight-Driven Product Development: Spearheading processes to glean invaluable insights and data from customers, directly influencing CurifyLabs' product development for optimal market alignment and an exceptional customer experience.
4. Business Expansion Support: Collaborating closely with sales teams to facilitate deal closures and unearth new business prospects within our established customer base, driving continuous growth and expansion.
5. My role is dedicated to orchestrating seamless customer experiences while actively contributing to CurifyLabs' growth trajectory through strategic insights and impactful relationship management.

01/12/2020 – 10/09/2023 Helsinki, Finland

MEDICATION SAFETY RESEARCH SPECIALIST PHARMAC FINLAND OY

As a member of the research and development group, I was involved in the development of a medical information and safety mobile application (OmaPro) and conducted the evaluation and software testing of an artificial intelligent algorithm. Collaborating closely with the quality assurance group, I assessed and enhanced the GMP guidelines within the organization, making it ready for external audits. Additionally, I orchestrated workshops for healthcare professionals to further enhance their knowledge.

01/01/2017 – 31/12/2020 Helsinki, Finland

PRODUCTION PHARMACIST PHARMAC FINLAND OY

As a member of the dose-dispensing unit, I took care of the quality control of the products at several parts of the production line. I ensured that regulation and instructions were followed inside the facilities, improved the production process, followed the quality of the medicine products, and took care of the documentation using CAPA as part of the quality management system. I conducted the final inspection to ensure that the products

were produced efficiently and at the highest possible quality.

01/08/2016 – 31/12/2016 Helsinki, Finland

UNIVERSITY RESEARCH ASSISTANT UNIVERSITY OF HELSINKI

As a member of the Pharmacology and Pharmacotherapy group I conducted research in Medicines Information. I was also an instructor of Erasmus Students and a moderator in university courses.

● **EDUCATION AND TRAINING**

01/09/2020 – 01/07/2022 Helsinki, Finland

SPECIALISATION STUDIES, POST-GRADUATE PROGRAMME IN INDUSTRIAL PHARMACY

University of Helsinki

01/10/2007 – 18/08/2014 Thessaloniki, Greece

DEGREE IN SCHOOL OF PHARMACY Aristotle University of Thessaloniki (AUTH)

● **LANGUAGE SKILLS**

Mother tongue(s): **GERMAN** | **GREEK**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C2	C1	C2	C2
FINNISH	B1	A2	A2	A2	A2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user