

Guide on technical skills needed in the Healthcare & Pharmaceuticals Career



What are technical skills?

Technical skills are the specialized knowledge and expertise required to perform specific tasks and use specific tools and programs in real world situations. Diverse technical skills are required in just about every field and industry, from IT and business administration to health care and education.

In fact, many entry-level positions across industries require basic technical skills, such as cloud computing in Google Drive and navigating social media platforms. Examples of more advanced technical skills that a job might require include programming languages, technical writing, or data analysis.

Technical skills, sometimes referred to as hard skills, that your resume/cv should always show the practical knowledge you use in order to complete tasks.

This guide will help you with the technical skills companies are expecting to see listed on your resume/cv based on the career field you are applying for.



What is the Healthcare & Pharmaceuticals field?

The pharmaceutical industry discovers, develops, produces, and markets drugs or pharmaceutical drugs for use as medications to be administered to patients (or self-administered), with the aim to cure them, vaccinate them, or alleviate symptoms.^{[1][2]} Pharmaceutical companies may deal in generic or brand medications and medical devices

The healthcare industry (also called the medical industry or health economy) is an aggregation and integration of sectors within the economic system that provides goods and services to treat patients with curative, preventive, rehabilitative, and palliative care. It includes the generation and commercialization of goods and services lending themselves to maintaining and re-establishing health.

Interns interested in science and medicine have the opportunity to choose the Healthcare and Pharmaceuticals career field. These types of placements offer interns a glimpse of what the healthcare industry looks like in their host country, what challenges it faces, and what solutions it has provided. Healthcare is a hot topic all across the world and an internship in an international healthcare setting can help you understand the intricacies of this evolving and demanding industry

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Possible Careers

Laboratory technician

assist industry scientists in their research and testing. This can involve a number of different tasks and these tasks can vary greatly between roles. Within the pharmaceutical industry, laboratory technicians can be employed in research and development or in production and manufacturing. As a result, the work can be based in a laboratory or on a production line, depending on the specific responsibilities of the role.

Product development scientist

The product development scientist works to create an efficient and successful path to a product's creation. Some of their job responsibilities include planning and organizing production trials, recording and analyzing data and consulting with engineers and other scientists on staff.

Medical Representative

Medical representatives are sales associates that meet with healthcare professionals in person to inform them of company products and attempt to sell pharmaceutical goods and medical supplies. Medical representatives often have special authorizations to conduct meetings and sales pitches inside hospitals and healthcare facilities.

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General skills needed

General hard skills you may need

Hard skills are those that can be easily defined, taught, and measured. They are necessary to be able to perform your job

- Academic Research
- Administrative Operations
- Business Development
- Content Creation
- Customer Service / Bedside Manner
- Data Analysis
- Data Entry and File management
- Editing Publications
- Exposure to Patient Management Systems
- Research & Development
- Research Regulations & Standards
- Website Management

General soft skills

Soft skills are related to how you work and interact with your colleagues, clients, or partners. They are related to your personality and they are not necessarily tight to one specific job.

- Problem-solving
- Critical thinking
- Written and verbal communication
- Professionalism
- Leadership
- Communication
- Interpersonal communication
- Conflict resolution
- Leadership
- Decision-making

CV and Interview preparation

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CV examples

KATHLEEN DUNHAM
E: example@example.com
P: (555) 555-5555
A: Augusta, ME

SUMMARY STATEMENT
Conscientious Medical Assistant professional offering over 2 years of experience in fast-paced settings. Competent in organizing charts, preparing patient rooms and supporting diagnostic processes through laboratory testing and medication administration. Positive and upbeat with excellent communication skills.

SUMMARY OF QUALIFICATIONS

- Ability to multitask and prioritize workloads with little or no supervision.
- Strong knowledge of medical regulations and policies.
- Offers dedication to informed patient care, administrative excellence and confidentiality.

PROFESSIONAL SKILLS
Patient Preparation

- Obtained medical history for 20 clients per day, including medication information, symptoms and allergies.
- Collected all pertinent data and calculations to aid physician in interpreting results.
- Explained procedures to patients to reduce anxieties and increase patient cooperation.

Patient Care

- Supported duties for diagnostic and technical treatment procedures, such as setting up and operating special medical equipment and apparatus.
- Prepared and administered medications to alleviate patient symptoms.
- Directed patients to examining rooms and coordinated transportation assistance as necessary.

Organization

- Maintained detailed records of test results by entering data and patient information into computer.
- Promoted office efficiency, coordinating charts, completing insurance forms and helping patients with diverse needs.
- Kept medical supplies in sufficient stock by monitoring levels and submitting replenishment orders before depleted.

WORK HISTORY
MaineGeneral Health - Medical Assistant
Augusta, ME • 07/2017 - Current
Catast Regional Hospital - Medical Receptionist
Catast, ME • 07/2015 - 06/2017

SKILLS

- Simple dressings
- BMR / EHR
- Patient privacy
- Assisting with physical exams
- Patient scheduling
- Infection control and aseptic procedures
- Patient assessments
- Patient-focused care

EDUCATION
Washington County Community College
Catast, ME • 05/2017
Associate of Applied Science: Medical Claims Examination
Catast High School
Catast, ME
High School Diploma

ELIZABETH PEREZ
example@example.com | (555) 555-5555 | Providence, RI

PROFESSIONAL SUMMARY
Committed healthcare professional offering 6 years of demonstrated success in home healthcare. Committed to delivering consistent and focused attention to client safety, comfort and dignity. Well-versed in senior health care with passion for helping others.

SKILLS

- Senior care
- First aid and safety
- Progress documentation
- Medication administration
- Healthy meal preparation
- Feeding assistance

WORK HISTORY
Feb 2016 - Current
Home Health Aide
CareLink Inc., - Providence, RI

- Delivered assistance to an 83 year old elderly client in daily activities including bathing, dressing, physical transfers and care for incontinence.
- Followed nutritional plans set by doctor to prepare optimal meals, including purchasing ingredients from local shops.
- Coordinated daily medicine schedules for and administration to help clients address symptoms and enhance quality of life.

Jul 2014 - Jan 2016
Home Health Aide
Bayada Home Health Care - Providence, RI

- Assisted multiple patients with dressing, grooming and feeding needs, helping to overcome and adapt to mobility restrictions.
- Ensured safety and well-being of each patient in alignment with care plan.
- Completed entries in log books, journals and care plans to document accurately report patient progress.

Aug 2013 - Jun 2014
Caregiver
Home Instead Senior Care - North Kingstown, RI

- Gathered dietary information, assisted with feeding and monitored intake to help patients achieve nutritional objectives and support wellness goals.
- Assisted patients with personal requirements, including keeping spaces clean and helping with grooming.
- Kept close eye on client vital signs, administered medications and tracked behaviors to keep healthcare supervisor well-informed.

EDUCATION
Jun 2012
High School Diploma
North Kingstown Senior High School | North Kingstown, RI

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How to prepare for the interview

- Refresh your fundamentals
- Research the company to gain an understanding of their work culture
- Prepare technical and soft skill interview questions and answers
- Prepare a portfolio to demonstrate any previous work or skills
- Be aware of your strengths and areas of improvement and have an idea of how you will improve in these areas.

Questions which are helpful to prepare

There would be a mix of standard behavioral questions and technical questions to assess your skills and where you would be most utilized within the company during your internship.

1. What would you do if you saw a doctor or colleague doing something unethical?
2. Define a "proprietary product" and how it's used by a company.
3. Have you ever disagreed with a supervisor? How did you respond?
4. Tell me about a time you completed a task you thought was impossible.
5. How do you build a rapport with a potential client?
6. Has a client ever been upset with you? How did you respond?
7. How do you see the future of health care?
8. How do you stay informed with current health care advancements?
9. How Do You Keep Up With Pharmaceutical Trends?
10. How Do You Maintain Excellent Customer Service When Dealing With a High Volume of Patients?

Remember, that this is an internship, and if there are things you are unsure of – that is completely okay! This is a learning experience and your supervisor is there to support you. Be sure to be honest and transparent regarding your skills and capabilities.