

### ARSHAD UL ISLAM



83/2B , Vellakaradu

Anamalayanpatti - Uthamapalayam

Theni district - 625526

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#### Professional Summary

Knowledgeable team leader and outstanding professional. Supervise a team of 22 staff members of 6 hospital pharmacies.. Effective communicator and mentor. Active in reaching out to local medical groups and senior centers. Highly organized and efficient, responsible for pharmacy's high level of medication accuracy. Proficient in local, state, and federal regulations affecting the dispensation of medications. Ran effective campaign to increase number of customers getting immunizations through the pharmacy. Adept at providing high-quality customer service, addressing concerns, and resolving conflicts.

#### Award and Recognition

- ❖ Awarded as STAR PERFORMER in RVM Humanitarian Hospital in the month of June 2014.
- ❖ Awarded as STAR PERFORMER in Columbia Asia Hospital in the Month of March 2011

#### Skills

- Excellent communicator and team leader.
- Extremely organized, able to catch and correct even minor errors.
- Expert at conflict resolution and solving problems.
- Creative, goal-oriented thinker.
- Highly effective multitasker.
- Knowledgeable in pharmaceutical science.
- Proficient in applicable laws and regulations.
- Committed to ensuring customer satisfaction and growing revenues through outreach and optimized performance.

**Pharmacy Manager in Vijay Sai Healthcare Hosur PVT Ltd ( Vijay Hospital- Hosur )**

**September 2019 - Till Date**

**Pharmacy Operations:**

Oversee the daily operations of the pharmacy, including prescription dispensing, medication counselling, and compounding, if applicable. Ensure the accuracy and legality of all dispensed medications. Monitor and maintain pharmacy equipment and facilities for safety and functionality.

**Staff Management:**

Recruit, train, and supervise pharmacy staff, including pharmacists, pharmacy technicians, and support personnel. Conduct performance evaluations, provide feedback, and address any personnel issues. Create staff schedules and ensure adequate coverage during operating hours.

**Regulatory Compliance:**

Ensure compliance with all federal, state, and local pharmacy laws, regulations, and licensing requirements. Maintain accurate records and documentation as required by regulatory agencies.

**Inventory Management:**

Manage pharmacy inventory, including ordering, receiving, and monitoring stock levels. Implement inventory control procedures to minimize waste and loss. Ensure proper storage and handling of medications.

**Patient Care and Counselling:**

Provide medication counselling to patients, addressing questions and concerns. Collaborate with healthcare providers to optimize patient outcomes through medication management. Resolve medication-related issues and adverse reactions.

**Customer Service:**

Foster a culture of exceptional customer service within the pharmacy team. Address and resolve customer complaints and inquiries. Ensure timely and accurate prescription filling.

**Financial Management:**

Monitor and manage the pharmacy budget, including revenue and expenses. Identify opportunities for cost-saving measures and revenue growth. Ensure accurate billing and insurance claims processing.

**Quality Assurance:**

Implement quality assurance and improvement programs to enhance pharmacy services. Perform regular audits and assessments of pharmacy operations. Implement best practices to maintain a high standard of care.

**Pharmacy In- charge in various Hospitals**

**October 2014 – Sep 2019**

- ❖ Motherhood hospital pvt ltd: Pharmacy In- charge - May 2018 to Sep 2019.
- ❖ HCG MSR cancer centre : Pharmacy In-charge -July 2017 to March 2018
- ❖ Rainbow children Hospital: Senior Pharmacist August 2016 to Feb 2017.
- ❖ Ovum Woman & child Specialty Hospital: Pharmacy In-charge Oct 2014 To Aug 2016

- Supervise pharmacy staff members.
- Hire and train new pharmacy personnel.
- Provide guidance and mentoring to staff members who wished to obtain further qualifications.
- Liaise with physicians and patients to ensure proper dosage and lack of adverse drug interactions.

- Counsel patients on proper use of medication and potential side effects.
- Fill and dispense prescriptions.
- Increase sales and customer satisfaction by optimizing filling process to reduce wait times.
- Promote pharmacy services to patients and medical providers.
- Create information campaign about availability of new medication types and immunizations.
- Manage inventory.
- Ensure compliance with all applicable laws and regulations.
- Prepare for insurance audit and interface with auditors.

#### **Pharmacist in Various Hospitals.**

**September 2001 – October 2014**

❖ <b>RVM FOSA Humanitarian Hospital.</b>	Senior Pharmacist	August 2011 – October 2014.
❖ <b>Columbia Asia Hospitals.</b>	Pharmacist	July 2010 –July 2011 (1 year)
❖ <b>M S Ramaiah Curie Centre</b>	Pharmacist	July 2007- June 2010 (3 years)
❖ <b>G M Memorial Hospital</b>	Pharmacist	Jan 2004- Oct 2006 (3 years)
❖ <b>Poonoor Hospital and Research</b>	Pharmacist	Sept 2001 to Dec 2003 (2 years)

- Enter orders for prescriptions.
- Communicate with healthcare providers about prescriptions.
- Monitored and reviewed prescriptions for potential issues such as errors and interactions with other prescribed drugs on record.
- Educated customers about how to properly take the medication and about possible side effects.
- Resolved customers' questions and complaints.
- Managed inventory.
- Communicated with prescribers to confirm or clarify topics concerning prescriptions.
- Spoke with insurance representatives to sort out issues with coverage.
- Assisted manager in overseeing routine operations of pharmacy.
- Created patient education materials.
- Worked with prescribers and customers to optimize compliance and outcomes
- Worked with other pharmacy team members to provide quick and high-quality service.

#### **Lecturer**

**Texcity College of Pharmacy**

**Feb 1998 to Aug 2001**

- Being a full time lecturer for diploma candidates
- Imparting training on pharmacy and nursing.
- Conducting theoretical and practical classes
- Been as an internal as well as external examiner
- Paper evaluator for government board examinations

#### **Education**

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- B.Pharma from Ultra College Pharmacy (Dr. M G R University) in 1996 with 68%.
- HSC from Aloysius HSS from Tamil Nadu Board in 1993 with 75%
- SSLC from Krishna Iyer HSC from Tamil Nadu Board of State Exams in 1991 with 60%

#### **Conferences/ Workshop/ Courses Attended**

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- Attended various workshops/ seminars/ conferences during my student and teaching career.

#### **Personal Details**

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- Sex: Male
- Date of Birth: 15.07.1976
- Marital Status: Married
- Father Name: Nallathambi Muthaiah
- Profession: Pharmacist
- Registration: 38153/22-03-2007 Karnataka State Pharmacy Council
- **Details of Passport.**
- Passport no-X9397256. Date of Issue.26-04-2010. Date of Expiry.25-04-2020.

#### **Languages Known**

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- English, Tamil, Malayalam and Kannada

#### **Strengths**

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- Enthusiastic and creative
- Open mindset and Fast learner

#### **Skills**

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- Excellent Communication skills
- Honest, dependable excellent Interpersonal skills
- Team oriented, Organized and Manages time well
- Thorough Tactful

#### **References**

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Will be provided on request.

I, **Arshad UI Islam** declare that whatever mentioned in the above curriculum Vitae is true to the best of my knowledge.

**(Arshad UI Islam)**

