



CONTACT

+971551713535

benzilak@gmail.com

Abu Dhabi , UAE

[linkedin.com/in/bensila-kalodi-1a8754136](https://www.linkedin.com/in/bensila-kalodi-1a8754136)

EDUCATION

Bachelor of Pharmacy
(B-Pharm) | Al Shifa
College of Pharmacy,
Kerala, India

CORE SKILLS

- Comprehensive Pharmacy Operations Management
- Controlled Drug Management (CDS Handling, Audit Readiness)
- Medication Safety and Adverse Event Reporting
- Patient Counseling and Medication Adherence
- Inventory and Supply Chain Optimization
- Team Training, Supervision, and Development
- Audit Preparation and Compliance Assurance
- Workflow Optimization and Quality Improvement
- Interdisciplinary Collaboration and Communication

PROFILE SUMMARY

Dynamic and results-oriented pharmacist with over 8 years of proven expertise in managing pharmacy operations at NMC Royal Hospital, one of the UAE's largest private healthcare networks. Accomplished leader with a track record of enhancing patient satisfaction, ensuring regulatory compliance, and driving continuous improvement. Adept at controlled drug management, team leadership, and workflow optimization. Recognized for fostering a culture of safety, delivering high-quality care, and achieving operational excellence.

KEY STRENGTHS AND QUALITIES

- **Strategic Leadership:** Visionary approach to managing large-scale pharmacy operations, ensuring seamless service delivery and compliance with global standards.
- **Patient-Centered Philosophy:** Commitment to improving patient outcomes through counseling, safety initiatives, and personalized care strategies.
- **Controlled Drug Expertise:** Comprehensive experience in managing controlled substances, ensuring compliance, precise documentation, and audit readiness.
- **Process Improvement Champion:** Skilled in identifying inefficiencies and implementing innovative solutions to streamline workflows and reduce waiting times.
- **Collaborative Leadership:** Proven ability to lead, inspire, and develop pharmacy teams, fostering a supportive and high-performing environment.
- **Regulatory Excellence:** Mastery in maintaining adherence to DOH, JCI, and IPSP standards, with a focus on medication safety and quality audits.
- **Crisis Management:** Ability to handle high-pressure situations with resilience, ensuring operational stability during peak demands or challenges.
- **Ethical Professionalism:** Dedicated to upholding the highest standards of integrity, professionalism, and accountability in healthcare services.

LICENSES AND CERTIFICATIONS

- **DOH Licensed Pharmacist – Active, Abu Dhabi**
- **Registered Pharmacist – Pharmacy Council of Kerala**

SOFT SKILLS

- Leadership and Team Development
- Effective Communication and Collaboration
- Analytical and Critical Thinking
- Problem Solving, Decision Making, Time and Resource Management

SOFTWARE SKILLS

- Pharmacy Management Systems (ERP and HIS)
- Microsoft Office Suite: Word, Excel, PowerPoint

ACHIEVEMENTS

- **Best Performer of the Year** – NMC Royal Hospital, 2017
- **Top Medication Error Reporter – DOH, 2018 & 2024**
- Achieved 100% compliance during multiple DOH audits, setting a benchmark in regulatory adherence.
- Reduced patient waiting times by 30% through workflow optimization initiatives.
- Spearheaded quality improvement programs that enhanced patient satisfaction scores by 25%.

OTHER INFORMATION

Visa Status: UAE Golden Visa Holder

Driving License: Valid UAE Driving License

LANGUAGES

English



Arabic



Malayalam



Hindi



Tamil



PROFESSIONAL EXPERIENCE

Pharmacy In-Charge | Outpatient Pharmacy

NMC Royal Hospital, Khalifa City, Abu Dhabi

August 2015 – October 2024

- Directed all facets of pharmacy operations, overseeing a team of pharmacists and ensuring adherence to DOH, JCI, and IPSC standards.
- Controlled Drug Management: Supervised the procurement, storage, dispensing, and auditing of controlled substances, ensuring compliance with regulatory frameworks.
- Championed a medication safety program, implementing error reporting mechanisms that significantly reduced dispensing errors.
- Improved inventory management by introducing advanced tracking systems, minimizing stock shortages and expired medication losses.
- Enhanced patient satisfaction through personalized counseling, swift complaint resolution, and implementing a patient-first approach.
- Spearheaded staff training programs, equipping the team with updated knowledge of policies, safety protocols, and compliance standards.
- Conducted and passed rigorous internal and external audits with no major findings, maintaining a reputation for operational excellence.
- Collaborated with interdisciplinary teams to implement effective therapeutic strategies, promoting the use of cost-effective alternative medications.
- Streamlined workflow processes, reducing turnaround time for prescriptions and improving patient throughput during peak hours.

Pharmacist & Intern

NMC Specialty Hospital, Abu Dhabi

June 2012 – August 2015

- Dispensed medications with accuracy, ensuring patient understanding and adherence to prescribed therapies.
- Assisted in revising the hospital drug formulary, contributing to cost-effective and efficient medication use.
- Supported medication safety protocols, focusing on reducing dispensing errors and enhancing reporting practices.
- Mentored junior pharmacists and interns, fostering a collaborative and learning-oriented workplace.