

#### CONTACT

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## **EDUCATION**

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



- 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

# BENSILA KALODI | Pharmacy In-Charge

**Excellence in Pharmacy Leadership and Patient Care** 

### **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 IPSG 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

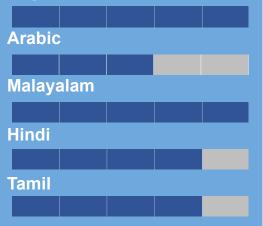
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- Best Performer of the Year
   NMC Royal Hospital, 2017
- Top Medication Error Reporter - DOH, 2018 & 2024
- Achieved 100% compliance during multiple DOH audits, setting a benchmark in regulatory adherence.
- Reduced patient waiting times by 30% through 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



## 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 IPSG 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.

**BENSILA KALODI**