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Sharjah



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EDUCATION

B. Pharmacy , Pharmacy
Jss College of Pharmacy,
Mysore , Mysore, India
November 2017

JILSHA JOY

OBJECTIVES

A highly motivated and experienced pharmacist seeking to leverage 7 years of diverse experience in both India and the UAE to contribute to a reputable healthcare organization. Dedicated to providing exceptional patient care, ensuring compliance with regulatory standards, and improving pharmaceutical operations through effective medication management and collaboration with multidisciplinary teams.

A healthcare professional with robust background in managing pharmacy operations and regulatory compliance. Known for driving process improvements and ensuring optimal patient care. Reliable team collaborator who adapts seamlessly to changing demands and consistently achieves results.

SKILLS

- Customer service and communication skills
- Drug inventory management
- Prescription filling
- Drug safety
- Dispensing medications
- Pharmacy ethics
- Billing management
- Reviewing prescriptions
- Managing products
- OTC recommendations
- Staff training
- Pharmaceutical calculations
- Pharmacology proficiency
- Insurance coordination
- Regulatory requirements
- Recall monitoring
- Prescription verification
- Medication dispensing
- Maintaining records
- Patient education
- Sales skills
- Pharmacy inventory and recordkeeping
- Verifying orders
- Resolving complaints
- Documentation skills
- Order fulfillment
- Quality assurance controls
- Directing pharmacy operations
- Loss prevention
- Profitability understanding
- Monthly narcotic inventories
- Controlled drug logging

EMPLOYMENT HISTORY

May 2023 - Current

Life Pharmacy, Kalba - Pharmacist Incharge, Kalba

- Provided comprehensive pharmacy services, including accurate dispensing of medications.
- Providing high-quality customer service, handling patient complaints, and resolving issues related to medications and insurance claims.
- Providing comprehensive guidance to patients on medication usage, dosages, side effects, and storage. Ensuring clear communication in a multilingual and multicultural environment.
- Participating in internal audits, monitoring error reports, and implementing corrective measures to enhance pharmacy operations.
- Conducted prescription drug interaction assessments to ensure patient safety.
- Managed high-value prescriptions and trained junior pharmacists.
- Handled insurance claims by educating patients about the insurance process, submitting requested documents, and following up with insurers for approvals.
- Addressing and resolving challenges, including insurance claim denials and medication shortages.
- Overseeing the procurement, storage, and inventory of medications, including checking expiration dates, and managing stock levels to prevent shortages.

September 2021 - January 2023

Aster Pharmacy, Abu Dhabi - Pharmacist, Abu Dhabi

- Managing the accurate review, verification, and dispensing of prescriptions in compliance with UAE regulations.
- Counseled patients on medication use, dosages, and side effects.
- Identifying and resolving issues, such as insurance claim rejections or medication shortages.
- Managed high-value prescriptions.

February 2021 - August 2021

Al Hanan Pharmacy Abu Dhabi - Pharmacist, Abu Dhabi

- Learned about UAE insurance processes and regulatory guidelines.
- Pharmacy records keeping.
- Understanding and respecting the cultural diversity of the UAE's population in providing patient care.
- Counseled patients on medication use, dosages, and side effects.
- Managed pharmacy inventory, including monitoring expiration dates, rotating stock, and controlling medicine distribution.

September 2017 - September 2019

Neethi Medicals, Kerala - Pharmacist, Kerala

- Managed prescription handling and medicine dispensing, including verifying efficacy and other pertinent details.
- Oversaw expiry date management.
- Conducted inventory management.
- Provided patient counseling and education.
- Control medicine dispensing.

LICENSE/CERTIFICATION

- HAAD Licensed Pharmacist (March 2020)
 - MOH License (March 2023)
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REFERENCES

Reference on request

DECLARATION

I hereby solemnly affirm that all the information furnished by me is true to best of my knowledge Jilsha Joy

PROFESSIONAL SUMMARY

- Highly skilled and HAAD & MOH certified pharmacist with 6 years of experience in both India and the UAE. Specialized in:
- Prescription Management & Dispensing
- Patient Education & Counseling
- Drug Interaction & Safety Assessment
- Inventory & Stock Management
- Pharmaceutical Operations & Compliance
- Team Leadership & Staff Training
- Data Management & Documentation
- Regulatory Compliance & Quality Assurance