



# SNEHA K.P

📍 SHARJAH, UAE 82943

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## Professional Summary

Accomplished pharmacy professional with expertise in pharmacy operations and team leadership. Demonstrates proficiency in patient counselling, Information support, and insurance handling, ensuring seamless billing procedures. Skilled in inventory and expiry management, regulatory compliance with MOH UAE standards, and delivering exceptional customer service. Adept at conflict resolution, training and staff development, utilizing advanced pharmacy software to enhance operational efficiency. Committed to advancing pharmaceutical care through continuous improvement and innovation.

## Work History

08.2020 - current

### ***Pharmacy in charge***

#### **Docib Healthcare Management - Sharjah, UAE**

- Managed stock effectively, preventing shortages of key medications.
- Achieve Pharmacy Sales targets through balanced focus on all categories.
- Maintained a clean and organized pharmacy, enhancing efficiency within the workplace.
- Checked dosages carefully prior to dispensing prescriptions; ensured patient safety.
- Keep accurate records of all dispensed items, adhering strictly to legal requirements.
- Enhanced patient care by providing accurate medication information and advice.
- Handled complaints tactfully and efficiently; maintain customer satisfaction levels.
- Assisted in training junior staff members, contributing to efficient work environment.
- Manage Cash responsibly and accurately as per defined policies.
- Improved patient satisfaction with thorough advice on over-the-counter treatments.
- Ordered and purchased pharmaceutical supplies, medical supplies and drugs.
- Completed insurance forms and worked with insurance companies to give patients necessary medications.
- Ensure all practices comply with federal state and local laws and regulations

08.2017 - 06.2020

## **Pharmacist**

### **Thumbay Medical & Dental Specialty Center - Sharjah, UAE**

- Reviewing and filling physician orders, ensuring correct dosage, and preparing and labelling medications accurately.
- Reviewed physician orders to assess prescription accuracy and safety.
- Maintained detailed prescription files for compliance and traceability purposes.
- Educating patients about their medications and overall medication adherence.
- Handled insurance queries, approvals, and reimbursements, ensuring smooth transactions.

## **Skills**

- Pharmacy Operations & Team Leadership
- Patient Counselling & Information Support
- Insurance Handling & Billing Procedures
- Inventory & Expiry Management
- Regulatory Compliance (MOH, UAE)
- Customer Service & Conflict Resolution
- Training & Staff Development
- Pharmacy Software

## **Education**

Bachelor of Pharmacy, Pharmacy, Rajiv Gandhi Institute of Pharmacy - India

## **Languages**

English

Fluent

Malayalam

Native

Hindi

Fluent

Arabic

Intermediate