

Rahul Kaswala

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Objective:

- Highly motivated and customer-oriented pharmaceutical professional with a strong background in healthcare seeking to leverage my communication skills and commitment to customer satisfaction in a Contact Centre Representative role. Eager to apply my expertise in providing exceptional service and resolving inquiries to contribute to the success of TD Bank's customer service team.

Professional Experience:

Mornelle IDA Drug Mart (Toronto)

April 2023 – June 2023

Pharmacy Assistant (Volunteer Work - Weekend)

- Assisted pharmacists in dispensing medications accurately and efficiently.
- Managed inventory and stocked shelves to ensure availability of medications.
- Addressing inquiries and concerns from patients, provided exceptional customer service ensuring a positive shopping experience for customers.
- Processed prescriptions and maintained accurate records in compliance with regulations.
- Prepared and packaged medications as per pharmacist instructions.
- Assisted in maintaining cleanliness and organization of the pharmacy.
- Basic understanding of Fillware.

Shah Trading Company Ltd. (Toronto)

April 2023 – Present

Supervisor - Labelling (Permanent - Full Time)

- **Project Management:** Managing product specific projects of labelling for different customers.
- **Supervision:** Overseeing and managing the labelling team, ensuring adherence to labelling standards, and maintaining efficient operations.
- **Quality Assurance:** Ensuring accuracy and compliance with labelling regulations, company standards, and industry requirements.
- **Training and Guidance:** Training new employees and providing guidance on best practices.
- **Process Improvement:** Identifying and implementing improvements in labelling process to enhance efficiency, reduce errors, and streamline operations.
- **Inventory Management:** Managing labelling supplies inventory.
- **Problem Solving:** Addressing issues, resolving errors, and implementing corrective actions.
- **Collaboration:** Collaborating with cross functional teams and management to ensure seamless labelling operations and timely product delivery.

Zydus Lifesciences Ltd. (Zydus Cadila Group)

September 2018 – March 2023

Senior Executive Team Lead (Permanent - Full Time)

- Led cross-functional teams in the planning, execution, management, and delivery of complicated projects by complying regulatory norms and quality standards.
- Collaborated with stakeholders to specify scope of projects, objectives & success measures.
- Implemented process advancements to optimize supply chain operations, resulting in 17% reduction in lead time and 12% decrease in inventory holding costs.
- Applied demand forecasting and analysed product specific supply chain data to optimize cost & inventories and minimize stockout situations.
- Collaborated with suppliers to initiate new contracts, improvement and renewal of existing contracts, cost betterment, and ensure timely delivery of desired materials.
- Developed and maintained healthy and strong relationships with customers which improved delivery performance by 4%.

GlaxoSmithKline Pharmaceuticals (GSK)**May 2017 – September 2018****Medical Business Associate** (Permanent – Full Time)

- Explored 1000+ dentists in the region and identified top 300 Key Customers having highest potential through market research, who can contribute maximum to increase the business and engaged them by regular and follow up visits.
- Enrolled customers in CME (Continuing Medical Education) and engaged with effective sales planning & competitor analysis which increased the business by 17%.

Intas Pharmaceuticals Limited**April 2015 – April 2017****Business Executive** (Permanent – Full Time)

- Visited 300+ Key Healthcare Practitioners from the given territories.
- Conducted CME (Continuing Medical Education), successfully implemented and drove planned business strategies and campaigns which turned 23% incremental business.
- Conducted seminars for patient awareness, education, and training on emergency scenarios.

White Capsule**March 2013 – March 2015****Project Coordinator** (Permanent – Full Time)

- Central coordination of the company projects with clients and external vendors.
- Business development with new clients and enhancement with the existing clients.
- Value addition of 10% in new business development as an individual contributor.

Natraj Medical Store**September 2011 – February 2013****Pharmacist** (Permanent – Full Time)

- Handling of prescriptions, dispensing medicines, Patient Counselling & Patient Education
- Generate Invoices, Purchase Orders, Cash Management, Inventory and Expiry Control
- Customer Relationship Management and Vendor Management

Education:

Bachelor of Pharmacy

Rajiv Gandhi University of Health Sciences

2011

Skills:

- Excellent communication skills, both verbal and written
- Strong problem-solving abilities
- Ability to multitask and prioritize tasks effectively
- Attention to detail and accuracy
- Proficiency in using technology and learning new software quickly
- Exceptional customer service skills
- Ability to work efficiently in a fast-paced environment
- Ability to work as an individual contributor and as a Team player with a positive attitude

Additional Information:

- Languages: Fluent in English, Hindi and Gujarati (speaking, writing and reading).
- Software Proficiency: MS Office Suite, SAP (4+ years), Fillware (Basic)
- Outstanding command on using multiple programs and software at a time.
- Perform ad hoc tasks as per the need.

Certifications :

- CPR and First Aid Certification

References: Available upon request.