**Hari Krishna Kolla**

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**Graduate Trainee (Pharmaceutical) Profile**

Dynamic and health-focussed professional, seeking to work in a pharmaceutical industry. Ability to develop superior product and disease state knowledge to effectively educate and engage healthcare professionals and foster ongoing trust with HCP/Physician and consumers. Dedicated professional with ability to build and maintain positive working relationships with medical staff and supporting administrative staff as well as identify ways to improve and operationalize processes to optimize efficiencies and effectiveness.

**Areas of Expertise**

|  |  |  |
| --- | --- | --- |
| * Pharmaceutical Analysis | * Problem Solving | * Teamwork & Conflict Resolution |
| * Research & Development | * Effective Communication | * Relationship Building & Leadership |
| * Clinical Research * Microsoft Office Suite | * Quality Control Assurance * Data Analysis | * Customer Service Management * Clinical SAS |

**Education**

**MSc Pharmaceutical science with industrial practice|** University of Greenwich,London, UK, (In Progress)

*Modules: Colloids and Nanoparticles, Polymers and Structured Materials,*

*Modern Pharmaceutical Processing and Active Ingredient Delivery, Drug Discovery and Medicinal Chemistry*

**Bachelor of Pharmacy|** Acharya Nagarjuna University,Guntur, India, (2018)

**Bachelor’s Degree Project**: Production of Lipases from Cotton Seed Oil Cake

Post study work visa rules with 2 more years to continue from beginning of the placement.

**Honours & Awards**

*Pratibha Talent Award from govt. of Andhra Pradesh for outstanding grades and attendance (2015)*

**Languages**

*German – Fluent | English - Intermediate*

**Experience Highlights**

**Ladbrokes Coral Gaming and betting (GVC GROUP), Location,** Sep 2019 - Present

**Customer Service Manager (Part Time)**

Deliver exceptional customer service consistently ensuring a great customer journey and resolve complaints and issues as required. Instrumental to a safe and sound environment where colleagues and customers feel welcomed and engaged. Maintain compliance with health & safety procedures and held accountable for gambling & self-exclusion guidelines, security procedures, and think 21 and cost control. Encourage safe gambling for customers losing larger amount of money.

***Key Accomplishments:***

* Achieved standard KPIs leading towards increased business revenue.
* Retained flexibility and punctuality at work that resulted in a reward with bonuses at several occasions.

**Projects:**

Spray – drying processing for pharmaceutical applications”.

Volunteering

member of coop Medway foodbank (https://co-operate.coop.co.uk/groups/medway-foodbank1/)

British Red Cross

Customer Service Volunteer - Mobility Aids (https://jobs.redcross.org.uk/tlive1\_webrecruitment/wrd/run/ETREC107GF.open?VACANCY\_ID%3d549422T5Nn%1BUSESSION=63FA21D0E5B641C0838FA6BAC6C109A3&WVID=772610007l&LANG=USA)