

# Mrs. RAFIYA MOHAPATRA

Kerala State Pharmacy Council  
Registration No.48257  
Contact No. **8606799333**  
Email: [rafiyamohapatra@gmail.com](mailto:rafiyamohapatra@gmail.com)

**OBJECTIVE:** To accept a challenging assignment in a dynamic organization, which can utilize my experience in leadership, directing and managing groups, problem solving and management skills to enhance my career and help to achieve goals for the organization.

## **PROFILE**

- Excellent interpersonal skills, confident and poised in interactions with individuals at all levels, readily developing rapport with clients and colleagues
- Dedicated individual, achieving a reputation for going beyond what is required
- Detail-oriented and resourceful with an ability to multi-task
- Proven ability to collect, consolidate, organize and prioritize needs
- Highly regarded for a proactive attitude and an ability to think laterally, providing ideas and solutions
- Adopt a creative approach to problem solving through use of excellent analytical skills
- Organized individual with exceptional follow-through capabilities

## **PROFESSIONAL EXPERIENCE**

### **SANDIP MEDICALS & DISTRIBUTORS**

Ernakulam, Kerala, India

*Pharmacy Manager*

*Dec2013-Till Date*

#### **Primary Job Duties**

- Program, direct, review, and rectify pharmacy procedures.
- Render assistance to the technical and professional personnel in mixing, compounding and dispensing of various medications utilized by and sold to hospital patients.
- Make formal requests for all supplies needed.
- Familiarize self with current new pharmaceutical preparations prescribed for utilization by patients to be able to render assistance to hospital staff.
- Set up and maintain a certified system of keeping records and

the preparation of yearly budgets.

- Oversee the organization of inventories.
- Establish and support pharmacy services in line with state and federal requirements.
- Design and organize job descriptions and prepare annual performance evaluation on all employees in a prompt manner.
- Support supervising staff with the annual budget and hand over capital expenditures in line with standard policies.
- Evaluate and improve manual of Policy and Procedure every year.
- Institute and implement enhancement of quality for the department.
- Perform selection of departmental staff and give orientation and supervision, as well as dismissal when necessary.
- Plan, administer, organize, and successfully implement all activities in relation to the pharmacy operations.
- Provide guidance on medications and prescriptions and over-the-counter drugs in line with hospital policies.

## **Gulf Pharmacy**

Manama, Bahrain

**Pharmacist/Medical Representative**

**March 2011– Sept2013**

### **Primary Job Responsibilities**

➤ **Worked as Pharmacist from March to June 2011. Holds an MOH Pharmacist License.**

- Prepare the LPOs and maintain a healthy stock level; verify received goods (expiry date, number, and stock condition) to pharmacy.
- Avoid any MOH complaints regarding the controlled medicines and any related issues, for self and managed staff. Monitor Staff performance and working hours.
- Timely insurance claims submission and resubmission comply and update staff on the insurance SOPs.
  - ZERO rejection due to pharmacy or staff mistakes.
- Monitor controlled medicines; assure compliance with MOH and other health related organization rules and regulations. Prepare controlled drugs monthly report to MOH correctly without delay.

➤ **Working as Medical Representative since July 2011. Holds a Drivers License.**

- Helping to develop and build Brand Image and increase awareness of Torrent brands. Build relations and ensure customer satisfaction with our services in key accounts (Hospitals, Chain of pharmacies and Doctors)
- Helping to develop and implement annual marketing plans by brand - this includes: Identifying target market, locating them and developing innovative strategies to communicate effectively and to encourage sales.
- Brand positioning, comparison to competition and constant monitoring of competitive activities, to be documented and reported consistently. Monitoring market share and results of activities.

- Pricing strategies - helping define, set and monitoring competition. Distribution strategies, working with Trade team and monitoring visibility and ensuring we are in the right place at the right time Brand and retail promotions, helping develop and implement promotions.
- Monitoring sales on a monthly basis and evaluating all activities. Helping to manage Principal relations, this includes providing reports and communicating effectively to our principals, Building relations and supporting Torrent consumer principals
- Thorough knowledge and understanding of all the company's standards and procedures in order to make sure all sales, invoicing, delivery and collection are within the procedures set by the company

## **AIMS Medical College**

Cochin, Kerala India

### **Pharmacist**

October 2008 – January 2011

### **Primary Job Responsibilities**

- In charge of cardiology/Diabetology/ICU pharmacy
- Prepare the LPOs and maintain a healthy stock level; verify received goods (expiry date, number, and stock condition) to pharmacy.
- Verify received goods (quantities, damaged, expiry date), control expiry stock and arrange stocks from/to other branches.
- Provide the highest standards of customer service by filling their prescriptions and assistance. Minimize customer's complaints to maximum 5 complaints per year.
- Maintain the highest standards of cleaning and stock arrangement. Avoid closing the pharmacy for any reason and maintain the pharmacy operational hours as per the agreed working hours.
- Avoid any MOH complaints regarding the controlled medicines and any related issues, for self and managed staff. Monitor Staff performance and working hours.
- Monitor controlled medicines; assure compliance with MOH and other health related organization rules and regulations. Prepare controlled drugs monthly report to MOH correctly without delay.

## **EDUCATION**

### **Bachelor of Pharmacy**

Dr. M.G.R Medical University  
Chennai, Tamil Nadu-India

2004 – 2008

### **Higher Secondary**

Al-Ameen Public School  
Kerala, India

2001 - 2003

## **Additional Qualifications**

*COMPUTER SKILLS: - Windows Basics, MS Office, MS Word, MS Excel, Good typing speed.*

## **Academic Achievements**

- College topper in the academic year 2004-2005.
- College topper in the academic year 2005-2006.

- College topper in the academic year 2006-2007.
- 1st Prize in Annual Badminton Competition 2001, AL-AMEEN PUBLIC SCHOOL.
- 1st Prize in Annual Throw Ball Competition 2002, AL-AMEEN PUBLIC SCHOOL.
- 1st Prize in Annual Chess Competition 2002, AL-AMEEN PUBLIC SCHOOL.
- Ms TAMILNADU BEAUTY CONTEST, Ms CONGENIALITY 2007.

## **Academic Activities**

- Coordinated SCIENTIFIC PRESENTATION on the theme “KNOW YOUR PHARMACIST: FOR THE RIGHT USE OF MEDICINES.”
- Participated hosting minute to minute programming during the 45th (2006) and 46th (2007) NATIONAL PHARMACY WEEK.
- POSTER PRESENTATION ACCORD TRIAL WHAT IT REVEALS A PHARMACOLOGICAL REVIEW ON WORLD DIABETES DAY, CHENNAI
- ACE INHIBITOR VS ARB ON TARGET TRIAL REVIEW ANALYSIS IN INDIAN JOURNAL OF PHARMACOLOGY VOL 361 NOVEMBER 2008.

## **PERSONAL INFORMATION**

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|---|---|
| ➤ Date of Birth   | 10th July 1985  |
| ➤ Languages   | Excellent written and spoken English<br>Other Indian languages (Hindi, Malayalam and Tamil) |
| ➤ Nationality   | Indian  |
| ➤ Sex   | Female  |
| Expired Bahrain Driving License –<br>Expired in the year 2016 |   |

## **Declaration**

I hereby declare that the above furnished information by me is true to my knowledge and I'm bound to produce any and all relevant documents pertaining to the same.

Date- 09.08.2018