

# POOJA YADAV

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## PROFILE

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Dedicated and detail-oriented professional with expertise in delivering strategic insights to senior management, significantly enhancing customer satisfaction and experience metrics. Extensive experience in sales and distribution, with a focus on strategic planning and stakeholder relationship management. Skilled in data analysis, dedicated to advancing process outcomes through evidence-based practices and continuous improvement initiatives.

## EDUCATION

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### University of Birmingham

Sep 2023 – Sep 2024

Master's in Advanced Practices in Healthcare | Grade A

(Modules: Health Service Management, Principles of Advanced Clinical Decision Making, Creating and Applying Evidence, Health Care Quality: Innovation & Improvement, Mixed Methods Research, Teaching & Learning,)

### University of Mumbai

Aug 2015 – May 2019

Bachelors in Pharmacy | Grade: B

## EXPERIENCE

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### Senior Associate - Operations

Felicitas Digitech Pvt Ltd, Mumbai

Dec 2021 – Sep 2023

- Conducted in-depth analysis of patient satisfaction metrics, pinpointing areas of concern. Implemented targeted interventions resulting in a significant reduction in patient complaints by 40%.
- Improved operational efficiency through enhanced supply chain management, leading to a 20% increase in on-time delivery of critical patient care items and services.
- Developed and executed training programs to elevate the clinical and service skills of healthcare staff, resulting in a 30% improvement in patient care delivery and overall satisfaction.
- Implemented data-driven strategies to increase patient engagement and loyalty. By analysing patient behaviour and preferences, developed targeted interventions to enhance the overall patient experience.

### Executive Pharmacist

TATA Memorial Hospital, Mumbai

Jul 2021 – Dec 2021

- Achieved a 33% increase in patient satisfaction scores by optimizing pharmacy services and improving communication with patients and healthcare providers.
- Processed over 500 prescriptions per day in the pharmacy achieving decreased customer wait times and increased pharmacy revenue.
- Provided personalized counselling and education to patients on medication usage, potential side effects, and adherence strategies.

### Assistant Pharmacist

SRV Hospital, Mumbai

Jan 2020 – May 2021

- Demonstrated adaptability and resilience in managing increased patient load during the COVID-19 surge, ensuring uninterrupted pharmacy services.
- Stayed updated with the latest developments in pharmacy practice and medical literature, integrating evidence-based practices into daily operations.
- Effectively managed inventory control and procurement processes to optimize drug availability and minimize wastage.

### Customer Relationship Executive

LifeCell International Pvt Ltd, Mumbai

July 2019 – Nov 2019

- Educated clients about the potential benefits of stem cell preservation, empowering them to make informed decisions about their family's healthcare.
- Built and maintained strong relationships with healthcare providers, referring clients, and key opinion leaders to enhance the organization's reputation.
- Co-ordinated in community outreach programs and events to promote stem cell research and highlight

