

POOJA YADAV

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PROFILE

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

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

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

the organization's commitment to advancing medical science.

LEADERSHIP EXPERIENCE

Student Representative	University of Birmingham	Oct 2023 - Present
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- Facilitated dialogue between students and administration, leading to positive changes.
- Demonstrated efficient leadership by excelling in communication, problem-solving, decision making, and teamwork as a student representative, earning the "Outstanding Student Rep of the Year Award."
- Successfully attained the esteemed "Postgraduate Professional Development Award" through dedicated pursuit of skill enhancement.

Member of Treasury Committee	SVB College of Pharmacy	Jun 2016 – Apr 2019
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- Communicate committee decisions and financial updates to college administration, faculty, staff, and student body.
- Led the training of 5 new members of the team; created a peer feedback system to encourage communication and encourage people to learn from each other which improved the efficiency of the team.

Member of Lifelong Learning Program	SVB College of Pharmacy	Jun 2016 – Apr 2019
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- Volunteered at local non-profits, hospitals, or community centres, contributing to the well-being of the community, and gaining valuable experience in social work.
- Promoted awareness campaigns on campus to raise awareness about social issues such as mental health, gender equality and environmental sustainability.

PROJECTS & INTERNSHIPS

- Prepared Bromelain Lozenges with mucolytic activity with the goodness of Black Pepper and presented the project at "Young Pharmacist Indian Project Award – February 2017".
- Completed a one-month internship in a pharmaceutical manufacturing plant, where I gained firsthand experience operating equipment such as tablet presses, capsule filling machines, and blending equipment.

ADDITIONAL INFORMATION

Short Courses: Licensed Basic Life and Advanced Cardiac Life Supporter.

Relevant Skills: MS Office, HMIS (Hospital Management Information Software), Digital Marketing, Google Workspace, Critical thinking, Problem solving.