

# PANKAJ SHARMA

## Pharmacy Operation Head (Group Level)

### NULIFE HOSPITAL, DELHI



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#### PROFESSIONAL SUMMARY

Experienced professional with over 12+ years of experience in Hospital Pharmacy & healthcare E-commerce. Skilled in Business Planning, Procurement, and Operations.

Currently associated with Nulife Hospital, Delhi as a Pharmacy Operation Manager (Group Level)

Previously worked with various 250+ bedded hospitals such as Max Super Speciality and also with Online Pharmacy having Franchise based offline stores under SastaSundar.com (Flipkart Health+) as a Senior Revenue Officer for North India. Provided Support and Training for Startups at E-Commerce Company operating approximately 500 stores pan India and 100+ stores in North India and was also recently associated with Reliance Retail (Netmeds) as an NSO Manager, responsible for store opening & operations in Punjab, Chandigarh, Himachal Pradesh, and J&K region having 100+ operational pharmacy stores.

#### EMPLOYMENT HISTORY

❖ **Pharmacy Operation Manager (Group Level) - Nulife Hospital ( unit of Bharat Health & Wellness PVT.LTD ) , Nehru enclave and GTB Nagar , Delhi - 07/2024 – April 2025.**

- Spearhead the implementation of pharmacy management software and automated dispensing systems, improving operational efficiency and reducing medication dispensing errors.
- Develop and enforce standard operating procedures (SOPs) to maintain high standards of accuracy and safety.
- Ensure pharmacy laws and regulations, leading to successful audits with no deficiencies noted. (Recent managed NABH audit on 12 & 13/ 10/2024 with zero noncompliance.
- Enhance patient engagement strategies, developing feedback mechanisms that improved customer satisfaction.
- Recruit, train, and evaluate pharmacy staff to promote professional development and high performance.
- Foster a positive work environment, promoting teamwork and staff engagement.
- Oversee inventory levels, procurement processes, and supplier negotiations when required by purchase team to ensure cost-effective purchasing.
- Monitor medication and supply usage trends to minimize waste and optimize stock levels.
- Address patient queries and concerns related to medication use and safety, providing consultations as needed.
- Oversee the use of pharmacy management software and automated systems for prescriptions and inventory control.
- Develop and enforce standard operating procedures (SOPs) to maintain high standards of accuracy and safety.

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- ❖ **NSO Manager\_Reliance Retail (Netmeds Pharmacy), Himachal Pradesh, Chandigarh, Punjab and J & K** **10/2022 - 07/2024**
  - Worked as per comprehensive project plans for new store openings, including coordinating with cross-functional teams & Vendors
  - Lead and manage the successful opening of new stores, ensuring all aspects of the process are executed efficiently and within established timelines
  - Collaborate with the operations team to ensure that new stores are designed and laid out in accordance with company standards and guidelines
  - Oversee the recruitment and training of new store staff, ensuring they are equipped with the necessary knowledge and skills to deliver exceptional customer service
  - Coordinate with marketing and promotional teams to develop strategies for generating buzz and driving foot traffic to new store locations
  - Conduct post-opening evaluations to assess the success of new store launches and identify areas for improvement.
  - Managed time efficiently in order to complete all tasks within deadlines.
  - Demonstrated strong organizational and time management skills while managing multiple projects.
- ❖ **OPD Incharge — Paras Hospital, Gurugram, Haryana** **6/2022 - 10/2022**
  - Managing Pharmacy and store
  - Regular Audits & Setting up responsibilities
  - Procurement GRN and receiving in fast mode
  - Checking for Bounce Items and Customer feedbacks details
  - Staff management, Roster management
  - Taking care of target for pharmacy revenue
  - Handling Patients complaints and counseling's
  - Meetings
  - Inventory management, Cross check of A-Class, sale book, IVF & Vaccine Records
  - Responsible for maintaining non-moving and local purchase records.
- ❖ **Sr. Revenue Officer — SastaSundar HealthBuddy Ltd. (Flipkart Health+), Noida, Uttar Pradesh** **11/2020 - 5/2022**
  - Monitored and managed sales team and calling team to close all leads on time keeping new customer acquisition as a daily target
  - Assigning Calling Data and checking customer remarks on daily basis
  - Designed and implemented key performance reports for Health buddies by monitoring sales, volume, services and marketing effectiveness
  - Maintained Reorders % at 70-80, provided conversion targets for each stores and for calling teams
  - Strategized, implemented and managed all ecommerce initiatives to ensure maximum customer acquisition and revenue production
  - Resolved, traced and escalated critical issues & complaints every time for customer satisfaction to get there orders repeated in regularity
  - Taken care of lost customers, Inactive customers, High value orders, High discount customers with WhatsApp campaigning, excel monitoring of all customers with at least 3 follow-ups calls within a month
  - Working closely in expanding e-commerce presence and in generating sales redesigning on multiple platforms through rebranding initiatives under new creative direction
  - Developed positive relationships within marketing teams and across all critical cross-functional teams.
  - Kept case data and contact information up to date to expedite proceedings.
  - Used critical thinking to break down problems, evaluate solutions and make decisions.

- ❖ **Assistant Manager SCM — Nayati Medicity, Mathura, Uttar Pradesh** **7/2020 - 11/2020**
- Reviewed sales and gross profit report to assess company efficiency.
  - Monitored cash intake and deposit records, increasing accuracy, and reducing discrepancies.
  - Created employee schedules to align coverage with forecasted demands.
  - Completed regular inventory counts to verify stock levels, address discrepancies, and forecast future needs.
  - Developed loyal and highly satisfied customer base through proactive management of team customer service strategies.
  - Strengthened merchandising and promotional strategies to drive customer engagement and boost sales.
  - Developed strategy to increase sales and drive profits.
  - Set aggressive targets for employees to drive company success and strengthen motivation.
- ❖ **Sr. Executive Incharge — W-Pratiksha Hospital (Marengo Asia Hospital), Gurugram, Haryana** **5/2019 - 7/2020**
- Developed policies and procedures for effective pharmacy management.
  - Supervised team of 5 front desk agents and helped to resolve issues arising during shifts.
  - Ordered all pharmacy supplies and kept check on inventory levels.
  - Trained pharmacy interns and newly hired pharmacy technicians.
  - Monitored and managed pharmacy staff performance to maximize productivity and customer satisfaction.
  - Enforced compliance with pharmacy regulations and maintained up-to-date records of all medications dispensed.
- ❖ **Sr. Pharmacist — Venkateshwar Hospital, Dwarka, Delhi** **10/2016 - 5/2019**
- Counseled patients on proper use of medication and potential drug interactions.
  - Counseled patients regarding proper intake of medications.
  - Managed drug and supply inventories.
  - Effectively prioritized tasks and organized workflow to increase efficiency.
  - Dispensed and verified patient prescription orders, conducting necessary utilization reviews.
  - Completed accurate cycle counts, inventory management and calls for customers.
  - Assisted other pharmacy staff with drug inventory, purchasing and receiving.
  - Monitored ordering of pharmacy medication stock to maintain streamlined inventory and low overhead.
- ❖ **Pharmacist — Max Super Speciality Hospital, Shalimar Bagh, Delhi** **8/2012 - 9/2016**
- Maintained appropriate drug records and completed reports as necessary.
  - Interpreted prescription orders, dispensed medications, and counseled patients on drugs.
  - Reviewed prescription to confirm appropriate selection of drug, dose and check for interactions with other medications.
  - Reviewed and evaluated orders for non-formulary to identify generic alternatives.
  - Complied with pharmacy regulations to increase quality of health care and inhibit criminal abuse of drugs.
  - Educated patients on medication, tools and equipment to promote patient-centered care and increase adherence to treatment.
  - Checked Inventory, A -class Audit (Daily), Short Expiry (weekly), Damage and near expiry returns (Monthly)
- ❖ **Retailer — Harish Medical Store, Hamirpur, Himachal Pradesh** **1/2012 - 7/2012**
- Answered customer questions about products and services, helped locate merchandise, and promoted key items.
  - Provided exceptional services and pleasant shopping experiences to retail customers.
  - Stocked merchandise, clearly labeling items, and arranging according to size or color.
  - Managed efficient cash register operations.
  - Listened to customer needs and desires to identify and recommend optimal products.

## EDUCATION

- ❖ **High School** - Mount Olivet Sr. Sec. School, Sant Nagar, Delhi
- ❖ **Intermediate** - G.S.K.V, Burari, Delhi
- ❖ **Pharmacy** - Integrated Institute Of Technology, Dwarka, Delhi
- ❖ **Training** - Hindu Rao Hospital, Malka Ganj, Delhi
- ❖ **Bachelor of Arts** - Delhi University, North Campus, Delhi
- ❖ **MBA** - Suresh Gyan Vihar University, Jagatpura, Jaipur

## SKILLS

Multitasking Skill, Effective Time Management, Fast Learner, Adaptability, Computer Skills, Customer Service, Leadership Skills, Problem Solving Skills, Business Development Strategies, Interpersonal Communication Skills, Project Management, Negotiation Skills,

- ☐ Ability to manage multiple tasks and deadlines with attention.
- ☐ Detail oriented with ability to prioritize work.
- ☐ Knowledge of MS office including: Word, Excel, PowerPoint, and Outlook
- ☐ Knowledge of marketing strategies, processes, and available resources.
- ☐ Ability to resolve customer issues quickly and creatively
- ☐ Ability to set priorities, make critical decisions and respond quickly.

Dated: 14/10/2024

**Pankaj Sharma**