

# CURICULAM VITAE

## **MANOJ MISHRA**

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### **OBJECTIVE:**

Looking for the best career opportunity in a competitive environment so as to execute challenging assignments that will enable me to use and enhance my professional and interpersonal skills effectively towards achieving goals of the organization. Seeking.

### **Working Experience:**

- Currently Working in **HERITAGE HOSPITALS L.T.D.**, Varanasi as a **Center Store Department In Charge** Since Nov. 2020.
  - Dispensing medicine as per prescription.
  - Maintain proper drugs storage, rack layout, cold chain, refrigeration & upkeep of the pharmacy.
  - Greet the customers, keep eye contact & provide good customer service.
  - Receive prescription or prescription refills.
  - Count & retrieve tablets and items from rack & pack them.
  - Provide information on dosage and usage of medicines to customers as per requirement.
  - Generate bill and maintain cash counter.
  - Inform about appropriate substitute of unavailable drug and confirm with the customers referring physician telephonically.
  - Check the order before handing over to the customer.
  - Tally the filled prescription with the bill and also details like patient's name, item, quantity, expiry & billing value.
  - Engage the customer during waiting time to fill the customer feedback form.
  - Effectively handle all inbounds calls regarding home door delivery requests.
  - To answer inbound calls regarding drug information.
  - Documents to be maintained.
- 1.5 Year working Experience in **Jyoti Medical Agency** Varanasi as a **Billing Executive**.
  - Generate bill and maintain cash counter.
  - Inform about appropriate substitute of unavailable drug and confirm with the customers referring physician telephonically.
  - Check the order before handing over to the customer.
  - Tally the filled prescription with the bill and also details like patient's name, item, quantity, expiry & billing value.
  - Engage the customer during waiting time to fill the customer feedback form.

## EDUCATIONAL QUALIFICATION:

- B. Com from Microtek Institute of Management and Technology, 2020
- 12<sup>th</sup> from U.P Board, 2017
- 10<sup>th</sup> from U.P Board, 2015

## PROFESSIONAL & TECHNICAL SKILLS:

- Certificate in Computerized Financial Accountancy & Desk Top Publishing (DTP)
- Basic Computer knowledge [MS-Office 2007, 2010]
- Operating System - XP, Vista, Windows 7 & 8.

## STRENGTH:

- Comprehensive problem-solving abilities,
- Willingness to learn, Excellent Administration & Troubleshooting capabilities, planning & organized working ability.
- Ability to work in Team.
- Punctual & Disciplined, Sincere & Hardworking.
- Smart working and positive attitude.

## PERSONAL PROFILE

Father Name	Mr. Dinesh Mishra
Date of Birth	28/ March/1998
Nationality	Indian
Gender	Male
Marital status	Single
Languages Known	Hindi, English, and Bhojpuri
Hobbies	Travelling, Watching Movie & Listening to Indian Music.

## DECLARATION

I hereby declare that all the information given above is true to best of my Knowledge & belief.

Date: -

Place: - **VARANASI**

**(Manoj Mishra)**