

# SULOSHINI DEVISUBRAMANIAM

sulo\_shine@yahoo.com | 017-277 6892 | Selangor, Malaysia

Highly skilled and experienced healthcare professional with over 6+ years of excellence in the field of pharmacy. Renowned for driving strategic growth through proactive leadership, innovative thinking, and delivering stellar results in healthcare settings. Known for the ability to track multiple projects efficiently, demonstrate strong leadership, and ensure organized task prioritization. Adept at critical thinking, problem-solving, and accessing/analysing information. Effective communicator with a strong background in pharmacy, pharmaceutical procedures, and patient counselling. Proficient in both clinical and administrative aspects of pharmacy management, with a strong track record in patient care and pharmacy operations.

## AREAS OF EXPERTISE

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|-------------------------|---------------------------------|------------------------------------|
| ▪ Pharmacy Informatics  | ▪ Patient-Centered Care         | ▪ Healthcare Information Systems   |
| ▪ Community Engagement  | ▪ Research and Data Analysis    | ▪ Pharmaceutical Quality Assurance |
| ▪ Regulatory Compliance | ▪ Health Education and Training | ▪ Medication Therapy Management    |

## EDUCATION

- **BA (Hons) – Pharmacy**, University Padjadjaran, Bandung Indonesia (2016), CGPA: 3.15
- **Diploma – Pharmacy**, Masterskill University College of Health Sciences (2011), CGPA: 3.80

## PROFESSIONAL EXPERIENCE

July 2017 – December 2023 (Outpatient Pharmacy)	Senior Pharmacist - <i>Ministry of Health Malaysia, Hospital Kajang</i>
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*Fully Registered Pharmacy - 0187710*

- **Prescription Management:** Accurately transcribe patient prescriptions in the Pharmacy Information System (PHIS), ensuring precision and patient safety.
- **Quality Assurance:** Conduct biannual audits in the ward to ensure adherence to pharmacy protocols and guidelines, maintaining the highest standards of care.
- **Patient Counseling:** Provide expert guidance to patients on managing conditions such as diabetes, asthma, and warfarin therapy, ensuring they understand their medications and treatment plans.
- **Educational Initiatives:** Lead group counseling sessions and presentations on various health-related topics to enhance patient awareness.
- **Medical Consultations:** Address healthcare professionals' queries and collaborate with the medical team to optimize patient care.
- **Value-Added Service:** Oversee the Value-Added Service (VAS) program to enhance patient satisfaction and well-being.
- **Inventory Management:** Efficiently maintain and manage stock levels for direct issue items.
- **Emergency Department Responsibility:** Take charge of the Emergency Department Pharmacy, ensuring timely and accurate medication dispensing in critical situations.

November 2015 – December 2015	Pharmacy Intern – <b>Central Sterile Supply Department (CSSD)</b>
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*Columbia Asia Bukit Rimau*

- **Workflow Familiarization:** Gained hands-on experience in the workflow of the Central Sterile Supply Department (CSSD) by observing daily processes, including packaging, sterilization, and storage.

- **Documentation:** Recorded detailed observations and conducted interviews with the supervisor and head of the department to understand and document departmental procedures.

May 2010 – July 2010

Pharmacy Trainee

### *Damai Service Hospital (Melawati)*

- **Patient Interaction:** Assisted pharmacists by receiving prescriptions from patients and healthcare professionals, ensuring a seamless prescription processing experience.
- **Quality Assurance:** Maintained outpatient and inpatient pharmacy services, contributing to the hospital's commitment to high-quality healthcare.
- **Prescription Review:** Reviewed prescriptions to ensure accuracy, evaluate ingredient suitability, and verify patient safety.
- **Inventory Management:** Managed pharmacy supplies, including receiving, organizing, and maintaining proper inventory.
- **Inventory Optimization:** Monitored drug inventory for slow-moving and expired items, taking appropriate actions to remove them and maintain inventory integrity.

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### SUMMARY OF EXPERIENCE

- **Pharmacy Expertise:** Over five years of experience in healthcare, specializing in outpatient pharmacy services, prescription accuracy, and patient counselling, with a strong commitment to quality healthcare.
- **Compliance and Auditing:** Proven track record in maintaining strict healthcare standards, conducting audits, and ensuring regulatory adherence.
- **Operational Efficiency:** Proficient in pharmaceutical operations, encompassing mixing, packaging, labeling, and inventory management for optimal service delivery.
- **Patient-Centred Care:** Dedicated to guiding patients through critical disease management and providing value-added services that enhance their healthcare experience.
- **Effective Communication:** Fluent in multiple languages, facilitating seamless communication with diverse stakeholders, including patients and healthcare professionals.
- **Leadership Skills:** Demonstrated ability to lead and coordinate pharmacy teams, ensuring cohesive operations and teamwork.
- **Continuous Learning:** Committed to ongoing professional development and staying updated with the latest industry advancements to deliver cutting-edge pharmacy services.

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### PROFESSIONAL MEMBERSHIPS, TRAINING AND CONFERENCES

- Served as Head of Sports & Recreation for the Malaysia-Indonesia Student Association (PKPMI) branch in Bandung | 2013/2014
- Spearheaded the organizing committee for the prestigious Bandung Games event held at Universitas Pendidikan Indonesia in Bandung | 2014
- Recognized with an appreciation award for my role as Pengarah Bandung at the 3rd Medan Games, hosted by Medan State University, North Sumatera, Indonesia | 2015
- Acted as a dedicated Committee Member for the Kem Perubatan Percuma Anjuran Badan Kebajikan Hindu Hospital Kajang | 2017
- Contributed as a Committee Member for the Hari Aids Sedunia event at Hospital Kajang | 2017
- Served as a Committee Member and Emcee for the impactful Hari Aids Sedunia event hosted at Hospital Kajang | 2018
- Participated as a Delegate and presented a poster titled "Evaluation of Second Line Antiretroviral Therapy in Treatment Experienced HIV Infected Adults: An Observational Study" at the 4th National Aids Conference | 2018
- Played a crucial role as a Committee Member for the Road to World Pharmacists Day in Negeri Selangor | 2018.
- Engaged as a Committee Member for Hari Farmasi Sedunia Peringkat Kebangsaan at Hospital Kajang | 2019
- Distinguished Speaker at Hospital Continuous Medical Education on Pharmacy's Latest Value-Added Services, specifically Medication in Box (MiB) at Hospital Kajang | 2019
- Enriched my knowledge and skills by participating in the Bengkel "Improving Pharmaceutical Care Through Quality and Innovation" organized by Cawangan Pengurusan Farmasi Bahagian Perkhidmatan Farmasi Negeri Selangor | 2019

- Completed the Kursus Teras Promosi Kesihatan dan Komunikasi Berkesan at Hospital Kajang | 2019
- Stayed updated on HIV pharmacy advancements by attending the HIV Pharmacy Update, organized by Pharmacy Hospital Sungai Buloh | 2020

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#### OTHER INFORMATION

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- Languages: Expert – English, Bahasa Malaysia, Telugu & Tamil.
- Skills: MS Word, MS Excel, MS PowerPoint & Microsoft Teams,
- References:
  1. **Puan Intan Shafina**, Head of Department, Hospital Kajang  
**Phone:** 03-8913 3333
  2. **Dato' Dr. Prakash Rao**, Medical Doctor, Ampang Medical Practice  
**Phone:** 012 – 287 1845