

Imel Shaji Philip

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CAREER OBJECTIVE

To join hands with an organization that helps to fulfill my dream to become a successful professional in the field of **Purchase, Sales, Marketing, Warehousing and Accounting.**

WORK EXPERIENCE

Total 4 Years

Purchase / Store / Sales Departments – 3 Years

BCMCH. (900 bedded Medical College Hospital) Thiruvalla, Kerala - India.

April 2022 – Till Date.

Departments worked and Experienced in Hospital Information System (HIS) as detailed below:
Purchase Department, Central Receiving Store and, Consumables Selling Store.

Purchase Department:

- Preparing Purchase Orders and sending to various suppliers based on Store Re-order level and as per the Material Request from various departments using ERP system.
Coordinating with suppliers for timely delivery to maintain minimum stock level as per hospital policy.

Central Receiving Store:

- Receiving items from suppliers and checks batch no and expiry date.
- Ensuring products and materials received are as per the PO and preparing GRN.
- After acknowledgement from the end user submit invoice to Finance Department.
- Assigning supporting staff for packing and delivery to designated areas.
- Generate delivery reports of various wards, VIP rooms, ICU, CCU, and OT & Consumer Store.
- Tracking issue notes and confirming that all items are issued correctly and filing it.
- Assisting stock counting (interim & annual) for internal auditors.
- Checks inventory Re-order level of each item frequently and maintain reports.
- Monitor inventory returns and analyze inventory records and reconciliation.
- Assigned in consumer store for direct sales and dealing cash invoices, cash collection and preparing daily sales reports.

Consumables Selling Store:

- Oversaw daily operations of the hospital consumable stores ensuring efficient inventory management and supplying daily consumables (Medical & Surgical equipment) to various wards, in-patients and out-patients and maintaining product availability.
- Managed a team of 15 staff, fostering a collaborative environment and providing training to enhance customer service skills.
- Developed and implemented inventory control procedures that reduced waste by 15% and improved overall stock accuracy.
- Established relationships with suppliers to negotiate pricing and delivery schedules, resulting in a 15-20% reduction in supply costs.
- Analyzed sales trends and generated reports to inform decision-making, leading to a 25 % increase in sales over the period.
- Led the sales strategy for medical products and services, collaborating with medical staff to identify needs and promote relevant consumables.
- Conducted market research to assess competition and identify new opportunities, driving an increase in client engagement.
- Trained and supervised a sales team of 15, setting performance targets and providing ongoing coaching to enhance skills.
- Implemented customer feedback systems that improved service delivery and satisfaction ratings.
- Presented monthly sales reports to hospital administration, highlighting achievements and outlining strategies for future growth.

Business Development Executive - 1 year

DORSERV online shop, India

May 2021 – April 2022

- Collecting online orders from various customers and reporting to Sales department.
- Customer supports and liaison with logistics for timely delivery.
- Promoting products on social media and email.
- Customer Relationship Management: Implemented customer feedback systems to gather insights and improve service delivery.
- Recognized as Employee of the Month for outstanding contribution to sales growth and customer engagement strategies.

EDUCATIONAL QUALIFICATION

- ❖ MBA from Annamalai University
- ❖ BBA FROM Bharathiar University
- ❖ SAP Financial Accounting
- ❖ Co-operate Accounting from BECIL New Delhi

TRAINING & CERTIFICATIONS

- ❖ Operations Management - **Great Learning**
- ❖ Supply-chain Management - **Great Learning**
- ❖ People Management - **Great Learning**
- ❖ One month training for Air Ticket booking, Billing, Accounting and Customer Care to find suitable travel plans at budgeted price and issuing Travel Insurance at **True Vine Tours & Travels** Thiruvalla, Kerala. (February 2018).
- ❖ Participation in the workshop on Airport Operations at **Cochin International Aviation Services Limited (CIASL)** Academy to well verse with the daily operations.

SKILLS AND KNOWLEDGE

Technical skills:

- ❖ Computer skills [MS office, Word, Excel, PowerPoint]
- ❖ HIS / ERP
- ❖ Accounting Software: SAP (FI),
- ❖ Driving License Indian (LMV)

Personal skills:

- ❖ Good Communicator
- ❖ Team leader and adapt changes quickly
- ❖ Excellent patience with positive attitude
- ❖ Sales and purchase negotiations
- ❖ Knowledge of Latest Medical / Surgical Consumables products
- ❖ Knowledge of Fitness products / equipment.

LANGUAGES

- ❖ English, Hindi, Tamil and Malayalam

PERSONAL DETAILS

Date of Birth	:	06-08-1998	Nationality	:	India
Age	:	25years	Blood Group	:	O +ve
Gender	:	Male	Height	:	172cm
Marital Status	:	Single	Weight	:	70kg

IDENTIFICATION DETAILS

Passport No	:	S 0059355	Place of Issue	:	Trivandrum
Date of Issue	:	19/03/2018	Date of Expiry	:	18/03/2028
Pan card No	:	EUTPP6228J	Aadhaar No	:	9525 3729 8338

Declaration

I hereby declare that the above-mentioned details are correct to the best of my knowledge and belief.

Place: Thiruvalla

Date: 09.10.2024



IMEL SHAJI PHILIP