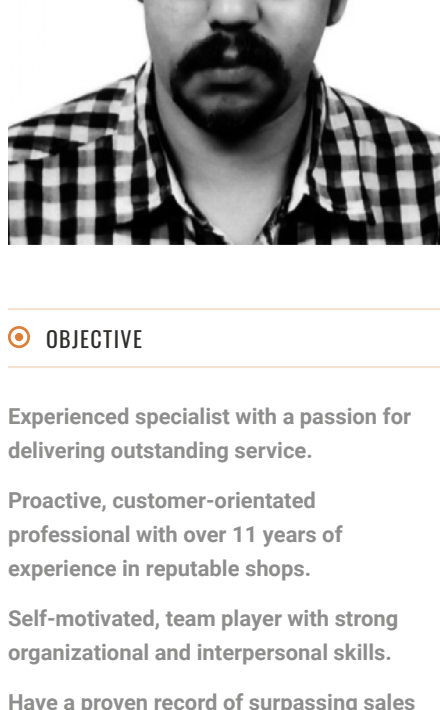


CHINCHOLI ARJUN NARASIMHA MURTHY

chincholiarjun@hotmail.com
PROVIDENT SUNWORTH APARTMENTS
NUMBER- 7D-908,KENGERI HOBLI,
KENGERI HOBLI, DODDABELLE VILLAGE,
BENGALURU, KARNATAKA 560060
INDIA,
+91-9611910615
Nov 16, 1982 – INDIAN.
https://www.linkedin.com/in/chaiwala-s-
chowkidar-s-chincholi-arjun-narasimha-
murthy-22734415/

PHARMACIST AND OPERATIONS REPRESENTATIVES ADVISOR 1 TO CUSTOMER SERVICES.



OBJECTIVE

Experienced specialist with a passion for delivering outstanding service.

Proactive, customer-orientated professional with over 11 years of experience in reputable shops.

Self-motivated, team player with strong organizational and interpersonal skills.

Have a proven record of surpassing sales targets and boosting revenue.

Always looking to learn new skills, take on extra responsibilities, and grow professionally.

Experienced in training and mentoring new members of staff.

Confident public speaker with experience of giving presentations and training sessions.

Received 3 'Employee of the Month' awards for delivering outstanding service.

Have worked in busy, pressurized environments where high standards are expected.

My dedication and passion has been recognized with awards, praise, and extra responsibilities.

HOW CAN I ADD VALUE TO ANY COMPANY?: -

I have worked as a Pharmacist and earned as a businessman. However, I am not interested in going back to that line.

I married a normal girl, which ended in a divorce. I have just come out of it and learned that peace comes from service to humanity.

I am ready to be trained in this field and I shall put forth my best efforts for the service of the disabled.

I can be of real use when I act as a bridge between those who can talk and those who are in Sign Language.

I am ready to move to any part of the world, gain experience, and serve the disabled. My exposure to traveling abroad to the US, Singapore, Thailand, Malaysia, and Dubai has given me additional strength.

With this background, I humbly request your good self to give me an opportunity to learn, get trained, and become a part of ANY ORGANIZATIONS.

SKILLS

Shelving Skills.

Computer Skills.

Documentary Skills.

Communication Skills.

Knowledge.

Will Power.

Teamwork

Problem-Solving

Customer service

Sales

Leadership

Public speaking

Handling conflict

Mentoring

Office administration

Social media

LANGUAGES

English. | Advanced.

C2 Advance English Language Test.

Kannada. | Native

EXPERIENCE

Pharmacist Aug 2007 – Aug 2018
Drugsmart Own Medical Shop. – Bangalore, KA.

1. Oversaw a team of twenty pharmacists, technicians, and pharmacy clerks.
2. Trained new team members to excel at all work stations. Managed procurement of supplies. Conducted consultations with patients, answering questions, and providing accurate information.
3. Triage patient concerns, including out-of-stock medications, insurance issues, therapy duplications, and generic substitutions.
4. Consistently exceeded the goal of checking 100 orders per shift while maintaining accuracy and ensuring completeness of drug packaging and labeling.
5. Proficient in intravenous department duties, including dosage assessment, monitoring lab results, and administration of vaccinations.
6. Prepared and labeled medication as per physician prescriptions.
7. Assisted with inventory and maintaining stock.
8. Supervised technicians and provided information to patients.
9. Designed and implemented a computerized information system that allowed for more accurate oversight of patient prescriptions.
10. Twice intercepted the authorization of prescriptions that would have interfered with other current medications, preventing potentially adverse medical side effects in the patients.

Advisor 1 To Customer Service. May 2022 – May 2023
I.B.M.CONCENTRIX. – Bangalore, KA.

1. Consistently met my short and long-term targets.
2. I handled customer complaints with empathy and composure.
3. Proactively participated in meetings and helped create new practices.
4. Answered calls, responded to emails, and spoke with clients face-to-face.
5. Processed a range of documentation and entered information into databases.
6. Trained, coached, and supervised new staff members.
7. Accurately handled large amounts of money on the cash register.
8. Pitched ideas on how to improve performance and efficiency.
9. Helped management identify workflow issues and find solutions.
10. They were supervised and delegated tasks to a team of [30] people.
11. ADVISOR 1 CUSTOMER SERVICE ROLE IN I.B.M. CONCENTRIX: Essential Functions/Core Responsibilities: - NON-VOICE SECTOR.
12. Ensure service delivered to our customers meets contractual Key Performance Indicators (KPIs).
13. Clarify customer requirements; probe for understanding, use decision-support tools and resources to appropriately provide resolution to the customer.
14. Listen attentively to customer needs and concerns; demonstrate empathy while maximizing the opportunity to build rapport with the customer.
15. Greet customers in a courteous, friendly, and professional manner using agreed-upon procedures.
16. Maintain basic knowledge of client products and/or services.
17. Prepare complete and accurate work including appropriately notating accounts as required.
18. Participate in activities designed to improve customer satisfaction and business performance.
19. Offer additional products and/or services.
20. Track, document, and retrieve information in call tracking database
21. Respond to customer inquiries by referring them to published materials, secondary sources, or more senior staff.
22. CHINCHOLI ARJUN NARASIMHA MURTHY.
23. BANGALORE-560060.

EDUCATION

Secondary School Leaving Certificate. Jan 1990 – May 2000
Sri Kumaran's Children's Home. – Bangalore, KA.

Pre - University Courses. Jun 2000 – May 2002
National College Jayanagar. – Bangalore, KA.

Diploma In Pharmacy. Jun 2002 – Feb 2005
People's Education Society (PES). – Bangalore, KA.

C++ Advanced C++ Java. Apr 2005 – Jun 2005
Nityanjan Institute For Computer Education. – Bangalore, KA.

Sign Language Course. Aug 2005 – Oct 2005
Dr.S.R.Chandrasekar Institute Of Speech And Hearing. – Bangalore, KA.

Animations And Graphics Designing Courses. Aug 2006 – Sep 2007
Dreams Image Animations. – Bangalore, KA.

Counselling Course. Jul 2010 – Apr 2011
Banjara Academy. – Bangalore, KA.

Tourism Studies. Jan 2022 – Dec 2022
Japan National Tourism Organizations. – Bangalore, KA.

All Courses. May 2022 – May 2023
I.B.M.CONCENTRIX. – Bangalore, KA.

PROJECTS

Documentary Skills: -

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I am enclosing a video created by me for a Hindu Religious Event.

Communication Skills: -

I am hearing impaired by birth. However, I was trained in total communication. I started speaking almost normally in my mother tongue (Kannada) when I was in a special school in kindergarten. I was later shifted to a normal school and all my education was in a normal setup. I efficiently communicate in my mother tongue and English, with good fluency and 90% clarity. I can communicate over the telephone too and surprise people. Later, I learned Indian Sign Language.

Knowledge: -

I am proud to have computer knowledge and very good general knowledge. I keep up with worldly knowledge.

Will Power: -

I have great willpower and can-do wonders when I decide to do so.

Experience: -

I Have Work Experience in My Own Medical Shop For 10 Years as a Pharmacist and Right Now I Am Working in an MNC Company I.B.M. Concentrix as Advisor 1 Customer Service Role I Started on May 31, 2022, Gaining One Year of Experience in the I.T. Industry and About to Give Current Notice Period to I.B.M. Concentrix Company. However, I jumped into volunteering when I was in High School. My School - Sri Kumaran's Children's Home started a Program called Sevak (meaning a social worker) and I put my heart and soul into it. I worked under the guidance of very good philanthropists. Later I volunteered for a Special School called FAME India and helped them during fundraising events. My Mother runs an organization called Prayathna Special Education Centre and I coordinate all the annual day functions, summer camps, and events for her organization. I also worked in small teams when I was doing my Counselling Course.

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CERTIFICATIONS & COURSES

1. CENTRAL VIGILANCE COMMISSION CERTIFICATE OF COMMITMENT.
2. C2 ADVANCE ENGLISH LANGUAGE TEST.
3. JAPAN SPECIALIST PROGRAM 2022.

REFERENCES

I am Chincholi Arjun Narasimha Murthy, from Bangalore, India. I am pleased to give you some more details about my skills, knowledge, and experience and how I would contribute to ANY COMPANY.

Skills: -

Shelving Skills: -

Since childhood, I have been shown to have an extraordinary memory for things. This helped me a lot when I opened my retail Pharmacy stores. I could remember which medicine was placed where in which rack etc. When the sales reps came in to take the order of the sold items, I did not need the help of a computer or book. I could just tell what medicines were sold and what was in stock.

For a short time, I worked in Columbia, South Carolina, USA, in huge liquor stores. There too, within two days I had the list of the entire stock in my memory. The owner of the shop was awestruck to see my hand over the same brand of liquor that he had purchased some time ago, without the gentleman asking for it. Customers in that shop would look for me to help them.

Computer Skills: -

I am at ease with the computer and very good at learning to operate different websites. Though I have not got a good opportunity to work on C++ and other courses, I am a learner by the trial-and-error method. I am good at searching and internet surfing. I like to design posters, GIFs, etc. and have been using the skills learned in animation school informally. Here too, I did not get an opportunity to work for any company, as I started my own pharmacy unit.

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CHINCHOLI ARJUN NARASIMHA MURTHY.

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SKILLS IN DETAILS.

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