

# JESSICA CLAIRE

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## SUMMARY

Dependable worker equipped for fast-paced work and changing daily needs. Serves customers effectively with attention to detail and hardworking approach. Seeks out opportunities to go beyond basics, improve processes, and increase customer satisfaction. Organized associate bringing strengths in handling work independently and solving routine problems without oversight. Offers expertise in all aspects of job duties ability to quickly learn new processes. Hardworking and reliable team member focused on going above and beyond to support team and serve customers. Focused on completing work quickly to consistently exceed targets. Reliable team member accustomed to taking on challenging tasks. Dedicated to business success.

## SKILLS

- Regulations and laws understanding
- Excellent research skills
- Tactful
- Crisis prevention intervention
- Great team player
- Dedicated support
- Client advocacy
- Conducting interviews
- Responds to complex customer inquiries and complaints
- Ensures security and confidentiality of sensitive and/or protected information
- Attends work regularly in compliance with agreed-upon work schedule
- Maintains relevant knowledge necessary to perform essential job functions
- Performs related work as assigned
- Responds to complex customer inquiries and complaints
- Provides training and technical assistance to office staff

## EXPERIENCE

### Northeast Rehabilitation Hospital Network - Pharmacy Technician Patient Assistance Program Advocate

Haverhill, MA • 08/2012 - Current

- Managed daily tasks consistently and sought out opportunities to go beyond requirements and support business targets
- Maintained and updated files and records to support efficient filing operations
- Completed assigned tasks with little or no supervision
- Developed greater understanding of the way the program works
- Followed established guidelines and procedures
- Made sure to complete duties and call backs to patients before shift ends
- DD
- Monitored processes such as medications received and the amount of money brought in to the pharmacy
- Carried out high-quality patient care with little oversight
- Reviewed incoming orders and assigned work to co workers to maintain demanding schedule
- Helped the pharmacy with counting medications, typing prescriptions, and cashier
- Maintained good working relationship with co-workers and management
- Prevented treatment delays by effectively using slow periods to get ahead of routine tasks such as calling drug companies and following up with patients, as well as going in early or staying late
- Handled issues such as delays in treatment and seeking out alternative option in the mean time, even if it meant calling the doctors
- Completed required paperwork by end of day of the request instead of waiting for the dead line
- Kept work area organized and clutter-free
- Reviewed activities regularly to identify opportunities for improvement.

### Northeast Rehabilitation Hospital Network - Pharmacy Technician

North Andover, MA • 07/2010 - 05/2013

- Adhered to the company policy regarding good faith dispensing during all prescription dispensing activities
- Filled prescriptions by retrieving, counting, and pouring pharmaceutical drugs, verifying medicine correctness and checking for possible interactions
- Performed duties as assigned by the Pharmacy Manager, Staff Pharmacist, and Store Manager, including utilizing pharmacy systems to enter patient and drug information
- Reported prescription errors to Pharmacists on duty and adhered to company policies and procedures
- Helped pharmacy department with inventory processes to provide smooth process flow and customer experiences
- Supported patients and clinical team members by preparing and delivering medications and supplies
- Cleaned and sterilized work areas, glassware and equipment to protect the pharmacy's staff and customers
- Carefully counted out and packaged pharmaceutical orders for individuals and bulk needs
- Processed medical insurance claim forms and electronic transmissions to obtain payments for orders
- Kept work area organized and clutter-free.

### Afs Acceptance - Pharmacy Technician

Orlando, FL • 05/2007 - 11/2009

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### Ok Finance Co. - Collections Agent

City, STATE • Feb1997 - Nov1999

- Identified past due accounts and contacted account holders to arrange payment.
- Contacted customers and explained debt management to encourage timely debt payments.
- Updated account status records and collection efforts.
- Created repayment plans based on account holders' financial status and repayment abilities.
- Monitored accounts to identify overdue payments and pursue timely remedies.
- Maintained accurate records and reported on collection activity and accounts receivable status.
- Followed fair debt practices and regulatory guidelines when managing collections process.
- Oversaw daily collections and accounts receivable activities, developing robust strategies to maximize collections and reduce aged accounts.
- Placed outbound collections calls daily to approximately 25 account holders.
- Upheld privacy and security requirements for customer information.

## LANGUAGES

Spanish:  
Negotiated: