

Summary

Knowledgeable pharmacy professional skilled at helping pharmacists complete accurate prescriptions in fast-paced settings. Security-minded and experienced in coordinating between prescribers, insurance companies and customers to resolve problems. Strong interpersonal and multitasking abilities.

Skills

- Proposal writing
- Business writing
- Labor relations
- Human resources best practices
- Excel spreadsheets
- Cash deposit preparation
- Detailed meeting minutes
- Routing correspondence
- Sensitive material handling
- Records management systems
- Food preparation
- Food storage
- Hard-working
- Detail-oriented
- Cleaning and organization
- Materials transport
- Credit card payment processing
- Store maintenance
- Project management abilities
- Inventory control
- Data evaluation
- Conflict mediation
- Active listening
- Inbound and outbound calling
- Sales expertise
- High-energy attitude
- Transportation solution development
- Business development understanding
- Organizational strengths
- Technologically savvy
- Problem-solving abilities
- Product organization
- Shipping and receiving understanding
- Aseptic techniques
- Ordering and stocking medications
- Pharmacy operations
- Drug inventory control
- Proper labeling procedures
- Troubleshooting malfunctioning equipment
- Preparing bulk medications

Experience

United Healthcare Advocate, 11/2018 to Current

St. Luke's Of Kansas City – Ottawa, KS

- Evaluated customer account information to assess current issues and determine potential solutions.
- Escalated customer concerns, store issues and inventory requirements to supervisors.
- Reduced process lags and effectively trained team members on best practices and protocol.
- Delivered high level of service and support to each customer, paving way for future business opportunities.
- Cultivated impactful relationships with customers and drove business development by delivering product knowledge.
- Greeted customers to facilitate services, determine service needs and accurately input orders into electronic systems.
- Reviewed account and service histories to identify trends and issues.
- Consulted with customers to determine best methods to resolve service and billing issues.
- Worked with managers to develop service improvement initiatives.

CASHIER, 07/2016 to 05/2020

Dairy Queen – Mason, OH

- Assisted customers with account updates, new service additions and promotional offers.
- Maintained high productivity by efficiently processing cash, credit, debit and voucher program payments for customers.
- Helped customers find specific products, answering questions and offering advice.
- Read weekly sales inserts and tracked changing prices to remain up-to-date on store promotions.
- Inspected items for damage and reported issues to supervisor to return unsalable merchandise and obtain replacements for customers.
- Troubleshoot and resolved issues with cash registers, card scanners and printers.
- Trained new team members in cash register operation, stock procedures and customer service.
- Assisted [Job title]s with completing end-of-day counts and securing funds to prevent loss or theft.
- Maximized customer satisfaction by providing assistance with purchases, locating items and signing up for rewards programs.

Grill Cook, 11/2016 to 09/2019

The Mentor Network – Maplewood, MN

- Cleaned grills and other kitchen tools and areas.
- Assisted in preparation of menu items such as steaks, burgers and sandwiches.
- Operated fryers and grills according to instructions to maintain safety and food quality.
- Reviewed quality standards and ensured continuous application throughout the kitchen environment.
- Planned and prepared schedules for food preparation.
- Maintained cleanliness and organization of all line workstations.
- Marinated food items according to corporate-provided instructions and recipes.
- Monitored kitchen productivity and assessed overall efficiency.
- Distributed prepared food to servers in efficient manner.
- Maximized efficiency of kitchen operation by overseeing daily product inventory, purchasing and receiving.

Administrative Assistant, 05/2013 to 12/2018

Savannah Herald – City, STATE

- Created and maintained spreadsheets and developed administrative and logistical reports.
- Processed financial documents including contracts, expense reports and invoices.
- Managed conference calls by documenting participant details and preparing audio recordings for future reference.
- Liaised between internal and external stakeholders, providing updated project status and performance reports.
- Arranged domestic and international travel, hotel and transportation needs for staff.
- Controlled and managed document processes by reviewing files, records and critical information to confirm accuracy and ensure compliance with company policies and procedures.
- Directed customer communication to appropriate department personnel, in addition to providing information to resolve inquiries and bolster customer satisfaction.

Education and Training

Associate of Science: Pharmacy Technician, 04/2020

Rasmussen College - Ocala, FL

Bachelor of Science: Biology, 05/2018

Georgia Southern University - Savannah, GA

High School Diploma: 06/2013

Alfred Ely Beach High School - Savannah,GA

Certifications

- In good standing with the Georgia State Board of Pharmacy