

Jessica Claire

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SUMMARY

Certified Pharmacy Technician with 11 years of experience and strong leadership skills. Well-versed in all aspects of pharmacy operation. Expert in filling prescriptions within fast-paced, high-volume settings. Proficient in conducting accurate and seamless audits. Well-versed in all elements of medication dispensing, regulatory compliance and drug inventory control. Highly proficient in building lasting relationships with patients and customers.

SKILLS

- Case management experience
- Conflict mediation
- Community activities
- Project Management
- Care plan management
- Claims processing
- Insurance practices
- Knowledge of state regulations
- Client safety and first aid
- Healthcare operations
- Microsoft Windows 11/Excel/Powerpoint
- Financial counseling
- Technical assistance

EXPERIENCE

PATIENT CARE ADVOCATE

08/2013 to 12/2019

Giant Eagle, Inc. | Medina, OH

- Used TherigSTM to keep track of patient care plans to determine when to call for refills, follow ups, and to ensure patient adherence to medication.
- Used ScriptPro to input prescriptions, request refills from prescribing physicians, Used ScriptPro for point of sale, checked ScriptPro IVR..
- Delivered Medication directly to Inpatients and Outpatients.
- Assisted In the Execution of all company initiatives and programs.
- Participated in meetings, Scheduled Huddles and created talking points for huddles.
- Provided knowledgeable and compassionate service in response to patient questions and concerns.
- Helped patients understand care, coverage and payment responsibilities and rights.
- Gathered and analyzed patient information to determine special program eligibility.
- Worked with patients to appeal insurance decisions and coordinated with providers to resolve problems.
- Liaised with staff from diverse hospital departments to bring about effective resolutions to range of issues.
- Acted as liaison for hospital staff, physicians, patients and family members.
- Addressed patients' complaints-head on, investigated concerns and worked with medical staff to devise solutions.
- Helped protect providers and facility from legal liabilities by proactively assessing risks.
- Trained facility volunteers on guest relations procedures and patients' rights.
- Developed strong and trusting rapport with patients to facilitate smooth, quality care.
- Created Trainees work schedule, Trained on Workflow, Partner Trainees with Senior Technicians to learn specific workflows, determine when Trainees are fully trained and able to work independently.
- Perform Insurance Verifications.
- Retrieve Clinical Information in order to complete Prior Authorizations and initiate Appeals.
- Setup Fedex Deliveries and resolve Fedex Discrepancies.
- Financial Assistance Advocate. Duties included Sign qualified patients up for Free Drug Assistance, Copay Cards, and alternative Drug Assistance Programs.
- Connect Patients with Social Workers that will provide financial assistance outside of my line of work.
- Performed Inventory Audits.
- Reconcile Cashier Tills.
- Coordinate Fundraisers for different Disease States.

CERTIFIED PHARMACY TECH II

04/2011 to 09/2012

Community Health System | Las Cruces, NM

- Prepared IV medications: Chemo's/Compounding/Antibiotics/Syringes/PCA.
- Coordinated medication delivery with nurses and Prescribing Physicians to ensure time sensitive doses would be delivered to patient efficiently.
- Purchased unit dose packages.
- Compound/ data entry/ Narcotic room filling/ delivery coordination.
- Fill prescriptions from Talyst and delivered medication throughout the hospital to the designated Omnicell or patient specific areas.
- Audit Drugs, Ordered Medication, Ordered Narcotics, Vials, and additional pharmacy essentials.
- Created new customer profiles and updated demographics, allergies and new medications in pharmacy computer systems.
- Adhered to regulatory guidelines for workplace safety and customer confidentiality.
- Supervised inventory levels to maintain adequate supply of medications and medical supplies.
- Adhered to infection control policies and procedures to prevent spread of disease.
- Received and verified daily incoming drug inventories, reported discrepancies and logged items into inventory system.
- Received, reviewed, dispensed and labeled over 150 prescriptions daily.

PHARMACY TECHNICIAN

01/2011 to 11/2011

DH Holdings Corp. | Leavenworth, KS

- Assisted pharmacist with clearing high volume of prescriptions and responded to customer questions.
- Interpreted and processed medication orders under supervision of pharmacist.
- Inspected medication storage locations to monitor drug expiration dates and supply adequate inventory.
- Received and verified daily incoming drug inventories, reported discrepancies and logged items into inventory system.
- Refilled medications, offered insight into over-the-counter products and verified insurance benefits.
- Transmitted claims to insurance companies for payment and reconciled EOBs.
- Transmitted daily bulk orders to maintain inventory levels.
- Prepared prescription transfers to other pharmacies.
- Participated in prescription pharmaceutical and over-the-counter product inventory audits.
- Improved drug inventory management procedures to reduce overhead and eliminate backorders or overstock.
- Flagged potential drug interactions and allergies to prescribed medications for patients with different health conditions.
- Used 8-point check system to verify labeled prescriptions.
- Cross-promoted supplement and nutritional products to maximize add-on sales.
- Maintained strict patient confidentiality to adhere to HIPAA regulations and avoid data compromises.
- Maintained clean and organized pharmacy shelving and work areas.
- Verified patients' identities at pickup to prevent sale of wrong medications.
- Managed inventories, rotated stock, removed expired or damaged drug products and resolved discrepancies in drug counts.
- Performed wide range of pharmacy operations with strong commitment to accuracy, efficiency and service quality.
- Efficiently processed cash register transactions for new and refilled prescription orders.
- Teamed with peers, technicians and pharmacists to prioritize and complete orders.
- Created new customer profiles and updated demographics, allergies and new medications in pharmacy computer systems.

EDUCATION AND TRAINING

Bachelor of Accountancy | Accounting and finance

10/2023

Chicago State University, Chicago, IL

- Minor in Business Management
- Major in Accounting and Finance
- 3.5 GPA

Pharmacy Technician | Pharmacy

06/2011

EVEREST COLLEGE, Merrionette Park

Dean's List Honoree: June 2011

- Completed coursework in Pharmacy Terminology, Dose Calculation, Dose Preparation
- Ranked in Top 2% of class
- 4.0 GPA

High School Diploma

05/2009

Bloom Township Highschool, Chicago Heights, IL

- 4.0 GPA

PROFICIENCIES

- Able to balance priorities and tight deadlines / Complete all projects in a timely manner Effective Communicator:
- Polished writing and interpersonal skills / Communicate in a patient and energetic voice Extensive Medical Terminology Knowledge Able to translate sig written prescriptions into easily readable instructions for patients Professional Individual:
- Dedicated to professional purpose / Goal oriented with a positive attitude and a strong work ethic Northwestern Memorial Hospital Software.

Proficient in the Following EMR

- Ottor.
- Theradoc.
- Firstnet.
- Epic.
- Therigy.
- WAM.
- ScriptPro

CERTIFICATIONS

- Certified Pharmacy Technician (CPhT) Oct 2011-Current