

SAMANTHA STAPLETON

COMPUTER USER SUPPORT SPECIALIST

CONTACT

ADDRESS

1638 47th Avenue, Unit A122
Oakland, CA 94601

PHONE

(510) 214-6196

EMAIL

samanthastapleton@icloud.com

LINKEDIN

[linkedin.com/in/samanthastapleton](https://www.linkedin.com/in/samanthastapleton)

TRAINING

ACI Learning

12/2020 - 2/2021

Computer User Support Specialist

AXELOS ITIL® Foundation Course

CompTIA A+ Course

CompTIA Network+ Course

CompTIA Security+ Course

CERTIFICATIONS

AXELOS

ITIL® Foundation

12/2020 - Present

CompTIA

A+ (pending)

Anticipated Exam Date - 3/2021

Network+ (pending)

Anticipated Exam Date - 3/2021

Security+ (pending)

Anticipated Exam Date - 3/2021

SUMMARY

Former Pharmacy Technician heavily interested in IT. Open to entry level opportunities in areas including IT Specialist, Help Desk, Service Desk, or Technical Support.

EXPERIENCE

WASHINGTON HOSPITAL HEALTHCARE SYSTEM / Pharmacy Technician

8/2019 - 3/2020

- Troubleshoot and resolved issues with automated medication dispensing machines.

- Reconciled patient's own medications in the pharmacy computer system.

- Prepared, compounded, and labeled intravenous admixtures using strict aseptic technique.

- Performed monthly medication outdates and replenished stock.

- Maintained proper storage and security of controlled and non-controlled medication.

- Maintained a clean and orderly pharmacy for a professional appearance.

STANFORD HEALTH CARE / Pharmacy Technician

11/2015 - 2/2019

- Utilized Epic Software to safely and accurately dispense medication.

- Provided technical support to nurses having issues with automated medication dispensing machines.

- Assisted with the training of new technicians and students in job-specific functions.

- Participated in pharmacy service projects that improved patient care.

- Assisted with monthly unit inspections.

- Documented pharmaceutical activities within automated and paper systems.

- Handled phone-calls, faxes, and medication and supply deliveries.

RESTORE HEALTH / Compounding Specialist

8/2015 - 11/2015
