

Kelsey Laush

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Job Objective Driven and customer service-oriented professional eager to attain the maximum level of customer satisfaction through utilization of dynamic personality, exceptional communication skills, and customer service expertise.

Education Mariner Sep 2008 ~ Jun 2012
Diploma

Everest College Jan 2013 ~ Oct 2013
Pharmacy Technician Certification , Pharmacy Technician

Experience Alaska Airgroup Mar 2018 ~ Aug 2018

Customer Service Agent

Working in a fast paced environment assisting customers with travel needs, such as answering phone inquiries, ticketing, checking in passengers, and boarding flights. Performing computer and paper work tasks. Evaluates and prepares flights by arranging seat assignments and load, coordinating special meals, and upgrades. Performs boarding and gate duties (e.g., checking flight tickets, assisting and directing passengers, making announcements, checking aircraft, and confirming cabin security).

Providence Regional Medical Center Nov 2013 ~ Apr 2014

Outpatient Pharmacy Technician

Assist pharmacists with filling prescriptions, including data entry, labeling, and processing insurance. Use of cash register for handling

prescriptions, and over the counter medication sales. Perform annual, monthly, and weekly inventory duties as required by pharmacy. Experience with EPIC system. Keeping over the counter medications/supplies stocked, clean and organized. Ordering daily medications to ensure all medications are up to par levels.

Providence Regional Medical Center Jan 2014 ~ Dec 2017

Inpatient Pharmacy Technician

Assist pharmacists with labeling and dispensing unit dose and IV admixtures medications to nursing work rooms and Pyxis stations. Preparing IV admixtures using USP 797 including chemo therapy and hazardous medications. Assisted in piloting medication reconciliation program in 2015. Working independently while performing medication reconciliation for admitted patients including hospitalist requests, emergency and direct admissions, and high risk category patients. Perform weekly floor inspections, and routine cleaning in pharmacy and Pyxis stations.

Canteen

Mar 2016 ~ Feb 2020

Barista

Opening/closing coffee stand. Receiving and unloading stock. Multi tasking with making food and drinks with prompt and friendly service. Maintaining a high energy spirit while working under pressure. Use of point-of-sale to process orders/check out customers. Keeping work area clean, tidy, and stocked. Being flexible with my schedule, working at 2 different stands if need be.

Skills

Experienced in Microsoft Word, Excel, PowerPoint, Outlook. Ability to type at least 40 WPM and 10 key proficiency. Strong written and verbal communication skills with customers and coworkers. Exceptional leadership capabilities and ability to work individually as well as with a team. Ability to multi task under pressure. Extensive background history of customer service experience and different customer interactions. Capable to stand on my feet for 10+ hours, and lift 50lbs or more. Effective first aid and medical skills, CPR certified.