

Michelle Ingram

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Objective To secure a position that will enable me to use my strong communication and organizational skills. Looking to leverage my academic background in a challenging environment, while developing my brand through networking and professional relationships.

Education **University of Central Florida**, Orlando, FL 05/10-05/14
Bachelor of Science in Pre-Clinical Health Science

Broward College, Ft. Lauderdale, FL 01/08-12/09
Associate in Arts

Qualifications

- **Computer:** Proficient in Microsoft Word, Excel and PowerPoint
- Extensive skills in writing
- Type 35-40 wpm
- Able to work independently and within a team
- Excellent communication and customer service skills
- Quick and efficient learner
- Florida Board Certified and Registered Pharmacy Technician

Work **The Hartford**, Lake Mary, FL 4/16- Currently Employed
Experience *Senior Long Term Disability Analyst*

- Medically and financially manage long term disability claims
- Participate in team building activities
- Provide excellent customer service

Broward Health North, Pompano Beach, FL 7/14- 4/16
Senior Registered Pharmacy Technician (RPhT)/National Certification (CPhT)

- Assist hospital staff pharmacists in the preparation and dispensation of medications to patients undergoing inpatient treatment
- Prepare IV solutions and infusions, including chemotherapy and pediatric doses
- Answer phones promptly and in a professional manner

Target Pharmacy, Casselberry, FL 8/12-5/14

Registered Pharmacy Technician (RPhT)/National Certification (CPhT)

- Input and filled prescriptions
- Assisted pharmacists with daily tasks
- Prepared and processed medical insurance claims

CVS Pharmacy, Longwood, FL 12/10-8/12

Registered Pharmacy Technician (RPhT)/National Certification (CPhT)

- Input and filled prescriptions
- Solved insurance issues for customers
- Assisted pharmacists and tracked inventory

**Volunteer
Experience**

University of Central Florida, Orlando, FL 07/13-12/13

Co-Author/Researcher on Palliative Care Education in US Medical Schools

- Assisted compiling data for research
- Assisted analyzing compiled research
- Co-presented published research at National Conference in New Orleans, LA

Nano Science Center at UCF, Orlando, FL 09/12-12/12

Student Volunteer Researcher

- Assisted in the creation of nanoparticles
- Performed spectroscopy and emission procedures for nanoparticle samples
- Collected and interpreted data for PhD candidate's experiment

Student Research Academy, Orlando, FL 06/12

SRA Scholar

- Attended research workshop
- Worked directly with faculty and student mentors
- Prepared a literature review about a research topic

Volunteer at MD Anderson Cancer Center, Orlando, FL 01/12-05/13

Chemo Volunteer

- Assisted nurses with daily activities
- Assisted front desk employees with paper work
- Passed out weekly gifts from community groups

Volunteer at Florida East Orlando, Orlando, FL 03/11-07/11

Endoscopy/ER Volunteer

- Checked patients in at ER
- Complied lab kits for nurses in ER
- Filed and labeled paperwork for patients in Endoscopy department

Activities & Awards **Peer Mentor:** Silver Tier Mentor with UCF Stem Peer Mentoring Program;
Phi Theta Kappa and International Honor Society Mentor
John L. Mica Public Service Scholarship Recipient