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

**Experience** *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 &** **Peer Mentor:** Silver Tier Mentor with UCF Stem Peer Mentoring Program;

**Awards** Phi Theta Kappa and International Honor Society Mentor

**John L. Mica Public Service Scholarship Recipient**