

# Adriana Bremermann

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## Administrative Support

## Customer Service & Sales

A Bachelor's level bilingual professional with more than 20 years progressive experience in health care in a variety of areas: supervising others, computer proficiency, office administration, business protocols, retail sales and customer service and care. Proven ability to effectively communicate, to ensuring optimal outcomes in the areas of the delegating tasks, trouble shooting and problem solving. Seeking an employer that values an employee who desires to continually improve and be a positive influence in the workplace.

### Key Competencies

**Administrative:** Data entry, keyboarding (70wpm), scheduling appointments, multi-line phone systems, fax, copy, scanning, book keeping, accounting, Microsoft Office Systems and processing orders.

- ✓ Working knowledge of clerical details, records, files maintenance, preparing daily/monthly balance sheets for audits.
- ✓ Proven track record of accurately completing research, reporting, information management and coordinating the shipment of product within budget requirements.

**Customer Service:** Processed orders, returns/exchanges, handling complaints, managed accounts and conveyed product information. Consultations and acted as liaison between customer and health care provider

- ✓ Successfully handled multi-faceted responsibilities encompassing customer service, inventory control, purchasing, restocking, and invoicing of pharmaceuticals and over the counter medical devices and supplies.
- ✓ Consistently increased customer satisfaction by skillfully resolving conflicts, answering questions and completing requests in a timely manner.
- ✓ Significantly improved customer loyalty and retention rates through individual fashion consultations.

**Supervision:** Management of day to day department performance as it relates to sales, inventory control, visual merchandizing security, administration and adherence to company policies and procedures.

- ✓ Delegated authority over all the storage, packaging and delivery of all outgoing medications distributed throughout the United States and Canada while working for CVS Pharmacy.
- ✓ Successfully managed (700-900) medication orders per shift including transcriptions, verifications and final review.
- ✓ Directed and supervised a team of five to seven pharmacy technicians engaged in filling prescriptions, inscriptions, data entry and sales.

**Retail sales:** Consulted with customer to determine needs, provided product information and advice on recommended accessories to match purchases, maintained merchandizing presentations of products according to corporate instructions as they relate to pricing, sales promotions, set ups and break downs.

- ✓ Singled out by past supervisors for courteously greeting customers and efficiently process transactions within busy fast paced retail drug stores.
- ✓ Demonstrated strong technical sales skills and product knowledge to optimize customer satisfaction resulting in an increase in repeat customers while employed at Walgreens.

### Education

**Bachelor's Degree: Pharmacy 2000** -Northeastern University, Boston, MA

### Professional Experience

Pharmacist Intern -	Pharmaceutical Strategies Agency - Marlborough, MA	3 Yrs
Pharmacist Intern -	Pharmaceutical Strategies Agency - Westborough, MA	3 Yrs
Senior Pharmacy Tech -	CVS Pharmacy - Melrose, MA	6 ars
Pharmacist-	Cancer Institute of Hematology/Oncology - Boynton Bch, FL	4 Years
Pharmacist Intern-	Palm Beach Institute of Hematology/Oncology - Boynton Bch, FL	2 Years

Pharmacy Tech-

Walgreens Pharmacy -West Palm Beach, FL

2 Years