

## **Kevin S. Dion**

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Chicopee

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**CAREER GOAL:** Employment in a pharmacy or pharmacy related industry which broadens my pharmacy education by acquiring skills in complementary pharmacy disciplines

### **EXPERIENCE:**

#### **Innovation First Notice**

**Springfield, MA**

*CSR ( customer service representative)*

March 2010 to present

- Help callers file workman-comp, commercial/personal property, auto and casualty claims for various insurance companies.
- Service Escalation Desk which involves correspondence with claims adjusters for catastrophic claims.
- Service Skilling Desk which involves supervision of call-center associates and incoming calls , so that employees are available to take calls and are also assigned to the proper skill-set, to maximize efficiency and customer service.

#### **CVS Corporation**

**Woonsocket,RI**

*staff pharmacist*

May 1997 to March 2008

- Supervised all daily activities of pharmacy.
- Verified prescription orders for accuracy and therapeutic appropriateness.
- Ensured prescriptions are filled correctly and in a timely manner.
- Monitored patient drug regimen and collaborated with health care professionals to implement changes necessary due to therapeutic duplication,drug interactions or insurance formulary recommendations.
- Analyzed prescribing trends to monitor patient compliance and to prevent excessive usage and harmful interactions.
- Maintained pharmacy records and files including prescriptions, invoices, inventory and patient clinical monitoring.
- Ordered and purchased pharmaceutical supplies, medical supplies, and drugs, maintaining stock and storing and handling it properly.
- Trained pharmacy technicians toward improved productivity and enhanced job skills.
- Advised customers on the selection of medication brands, medical equipment and health-care supplies.
- Compounded and dispensed medications as prescribed by doctors and dentists, by calculating, weighing, measuring, and mixing ingredients, and oversaw these activities.
- Referred patients to other health professionals and agencies when appropriate.
- Provided information and advice regarding drug interactions, side effects, dosage and proper medication storage.

**Home Pharmacy at New England Medical Center**

*pharmacy technician*

**Dorchester, MA**

August 1996 to May 1997

**Saint Elizabeth Hospital, Veterans Administration, CVS**

*internship/externship*

**Boston, MA**

January 1997 to May 1997

**Arrow Prescription Center**

*pharmacy technician*

**Holyoke, MA**

January 1993 to January 1996

**EDUCATION:**      **Massachusetts College of Pharmacy      Boston, Massachusetts**  
                                 **and Allied Health Sciences**

*Bachelor of Science in Pharmacy*  
1997

**ADDITIONAL WORKSHOPS AND CERTIFICATES:**

- Clinical Research Monitoring and Coordination  
Certificate Michigan State  
University
- The Addiction Counselor Education  
Certificate Westfield State University

**LICENSE:**      PHARMACIST License # PCT.0009085 State of Connecticut  
Effective:02/01/2008

**REFERENCES:**      Available upon request