Eduardo Carr-Gaona

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SUMMARY

A detail-oriented team player with high integrity and excellent customer service pursuing a challenging position in Information Technology. Skilled in web development, database design, facilitating, and technical writing.

EXPERIENCE

Senior Pharmacy Technician with Focus on Information Technology
Express Scripts   **June 2017 - Present, Tempe, AZ**
Processed prescriptions for the Departments of Defense, State, Homeland Security, and other patients who live overseas.

- Restructured the team's SharePoint site by gathering requirements from teammates and implementing them.
- Partnered with team members to customize a scripting program to automate internal notes and emails to physicians and patients.
- Boosted employee morale and corporate culture thorough a strategic framework event.
- Trained and mentored new team members.

Senior Intervention Technician – Specialty Team
Express Scripts   **March 2015 – June 2017, Tempe, AZ**
Processed and coordinated the delivery of specialty prescriptions for patients who had multiple sclerosis, terminal illnesses, or rare diseases.

Senior Patient/Client Advocate
Express Scripts   **February 2012 – March 2015, St. Louis, MO**
Resolved claim rejections and processed prescription requests from Patient Care Advocates, Resolution Team Leads, and Client Services Representatives.

- Facilitated classroom training for new hires and existing technicians.
- Coached technicians to improve accuracy and efficiency.
- Co-authored training materials and standard operating procedures.

Pilot Pharmacy Technician
Express Scripts   **October 2009 – February 2012, St. Louis, MO**
Processed prescriptions from order entry to fulfillment for high-profile clients.

- Trained and mentored new and existing team members.
- Collaborated with Account Managers and Service Delivery Managers to facilitate resolution of escalated orders.

Physician Response Advocate
Express Scripts   **November 2008 – October 2009, St. Louis, MO**
Contacted physicians to obtain new 90-day prescriptions for members who are converting from retail to mail order pharmacy.

- Acquired prescriptions for over 350 members weekly.
- Reduced prescription costs for patients by 33 percent.

Senior Pharmacy Technician
Express Scripts   **September 2005 – November 2008, St. Louis, MO**
                                                                 March 2004 – September 2005, Tempe, AZ
Resolved pharmacy claim rejections, entered prescriptions, and contacted physicians or patients to obtain non-clinical information.

RELEVANT PROJECTS

Middleware Programming & Database Security Class Project
github.com/ecgaona/solar_pv   **January 2020 - May 2020**
Programmed a web application for a solar R&D lab which included custom user registration and a dashboard to perform CRUD operations on solar panel data.

Senior Capstone Project
github.com/ecgaona/pack577   **August 2019 - May 2020**
Developed a web application for parents to sign their scout into den meetings and for leaders to view attendance reports and completed requirements.

Cub Scout Pack 577 and Boy Scout Troop 577 Websites
tempecubscouts.org | tempeboyscouts.org   **August 2019**
Redesigned the websites for a local Cub Scout pack and Boy Scout troop and optimized the pack's website to be in the top search results on Google.

EDUCATION

Bachelor of Science in Information Technology
Arizona State University ● Tempe, AZ ● 2020

Bachelor of Science in Hotel and Restaurant Management
Northern Arizona University ● Flagstaff, AZ ● 2003

CERTIFICATIONS/SECURITY CLEARANCE

Confidential Security Clearance | Department of Defense | 2019
CS50x: Introduction to Computer Science | edX, HarvardX | 2014
Certified Pharmacy Technician | Pharmacy Technician Certification Board | 2004

LEADERSHIP/VOLUNTEER EXPERIENCE

Assistant Scoutmaster, Den Leader, Assistant Den Leader
Pack 577 | Troop 577   **August 2015 – Present, Tempe, AZ**
- Plan and conduct weekly meetings, bimonthly outings, and quarterly campouts.
- Participate in monthly community service activities including Scouting for Food and park cleanup.

SKILLS

- **Software** – Databricks, Django, Microsoft SQL Server, MySQL, phpMyAdmin, SharePoint
- **Functional** – Anomaly Detection, Classification, Clustering, Data Structures, Database Modeling, Digital Logic, Networking, Project Management, Regression, Systems Security, Web Development
- **Programming** – AWK, Bash, C, HTML/CSS, Java, JavaScript, jQuery, PHP, Python, Sass, SQL

AWARDS

Scouting Family of the Year | Gila River District, Grand Canyon Council, BSA | 2020
Gila River Rocket Award | Gila River District, Grand Canyon Council, BSA | 2019
VIP Award | Express Scripts | 2015 – 2019
Pinnacle IMPACS Award | Express Scripts | 2013
IMPACS Award | Express Scripts | 2013
Heart of Service Award | Express Scripts | 2007