

Michael Leon

Pharmacist Call Center Supervisor - Philidor Rx Services

Yardley, PA - Email me on Indeed: [indeed.com/r/Michael-Leon/ea5ee7af79b5e2d3](https://www.indeed.com/r/Michael-Leon/ea5ee7af79b5e2d3)

Licensed Pharmacist with management experience in retail and specialty pharmacy settings. Dependable, hardworking, and collaborative leader. Partners well with healthcare professionals and instills customer loyalty by providing excellent service.

Authorized to work in the US for any employer

WORK EXPERIENCE

Pharmacist Call Center Supervisor

Philidor Rx Services - Hatboro, PA - 2014 to Present

- Assisted Pharmacist-in-Charge with staff management, scheduling, training, and development
- Verified and dispensed medication in a mail-order/specialty environment, shipping up to 10,000 scripts daily
- Provided final quality assurance and accuracy checks, in a fulfillment area, prior to medication being shipped to patients
- Educated and consulted with patients and healthcare professionals, over the phone, regarding proper use of medications and potential drug interactions
- Maintained daily production and quality customer service levels, per company standards

Pharmacy Manager

Rite Aid Corporation - Yardley, PA - 1988 to 2014

- Managed a team of staff pharmacists and pharmacy technicians
- Responsible for the intake of prescription orders, assessment and monitoring of patient needs, patient education, and accurate fulfillment of orders
- Hired and trained all pharmacy staff, responsible for inventory control, profitability, and scheduling
- Dispensed an average of 1200 prescriptions per week in a retail pharmacy setting; checked for appropriate dosage, drug interactions, allergies, and contra-indications prior to dispensing
- Administered 700+ flu shots per season
- Increased pharmacy sales as a result of supplying specialty physicians with office needs, increased bottom line by \$20,000 annually
- Compounded and repackaged medications including unit-dose and topical medications
- Ensured appropriate federal and state compliance; followed company regulations
- Built a strong rapport with area physicians; regularly interacted with healthcare professionals to ensure patient well-being and safety
- Provided exceptional customer service

EDUCATION

Bachelor of Science in Pharmacy

Temple University School of Pharmacy - Philadelphia, PA