

WORK EXPERIENCE

Pharmacy Order Entry Technician

The Medicine Shoppe LTC - Pittsburgh, PA ,USA

August 2018 to October 2020

- General PC knowledge and experience with Microsoft Word, Excel, PowerPoint and Outlook
- Assist in training new hires and cross training Pharmacy Technicians
- Ensure appropriate distribution of workload and workflow for assigned area including shifting resources and backfilling as needed
- Strong attention to detail with good organizational skills
- Assist in the development and documentation of training materials and ensuring these documents are current and accurate
- Comply with local, state, and federal laws, regulations, and policies

Senior Pharmacy Technician

Express Scripts - Warrendale, PA,USA

April 2018 to August 2018

- Effectively process letter requests by manual or automated databases, pulling Rx, and processing member correspondence
- Work Rx pull requests, rescan, and assisted RPh to obtain appropriate documentation to resolve requests
- Interacting with diverse personalities, Prescriber and Patient outreach, as well as working with RPh and Pharmacy
- Participate in Lean and Continuous Improvement efforts internal and external to the department
- Perform all QA tasks as identified

Order Processing Specialist

PCNA Leeds Inc. - New Kensington, PA,USA

January 2018 to April 2018

- Artwork Processing for Photo Shoot Samples
- Resizing logos to fit decorating area on photo samples
- Formatting method-ready art for photo samples
- In-House Photo Studio Support creating clipping paths within product images
- Adding the required metadata to image files and Product Image Processing

Pharmacy Technician II

CVS Caremark - Pittsburgh, PA ,USA

October 2015 to January 2018

- Provided excellent data-entry processing orders.
- Adhered to all company, state and federal policies, laws and regulations including HIPAA.
- Transcribed data from prescriptions accurately to generate a custom label for the customer.
- Resolved customer questions and concerns by communicating effectively with the customer and the management team/ support staff in an efficient manner.
- Handled consistently high volume of incoming ERX's, with flexibility.
- Solved and properly executed company/client policies while creating a positive member experience.
- Maintained a solid working knowledge of all company services and solutions.
- Filed written prescriptions daily.

- Supported all Federal Employees Workmen.
- Compensation orders during their open benefit enrollment period.
- Guaranteed order completion within 24 hours as dictated by ACA guidelines.

Data Collector (Contract)

RAND Corporation - Pittsburgh, PA, USA

July 2015 to October 2015

- Produced high quality, fact-based, technical reports using proper techniques to collect data in a scientific and consistent manner for research projects.
- Uploaded and troubleshooted Gigapan editing software.
- Developed an awareness of quality and production requirements and maximized efforts to meet or exceed requirements on a daily and weekly basis.
- Performed an array of contracted services with high flexibility necessary to meet the deadlines.

Field Technician

Heath Consultants Incorporated - Greensburg, PA, USA

October 2014 to April 2015

- Successfully located and read gas meters using a handheld computer, and maps.

EDUCATION

Certificate in Web Programming

Community College of Allegheny County - Pittsburgh, PA

May 2019

Certificate in Enterprise and Infrastructure Cybersecurity

New York University Tandon School of Engineering

January 2018

Bachelor's-incomplete in Industrial Psychology

New York University Steinhardt

September 2000 to May 2003

PROFESSIONAL SKILLS

- ☐ Ability and desire to assist team members with a willingness to work a flexible schedule to accommodate heavy work volumes
- ☐ Knowledge of standard concepts, practices, and procedures within dispensing pharmacy
- ☐ Strong attention to detail with good organizational skills
- ☐ Strong oral and written communication skills in English (Native speaker)
- ☐ Ability to adapt in a dynamic work environment
- ☐ Learn quickly
- ☐ Well versed in Web Development and digital assets creation
- ☐ Five years of pharmacy technician experience