

Manpreet Dhaliwal

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Professional Profile

Over 10 years of experience providing outstanding customer service

Provided day-to-day leadership for ten team members focused on enhancing team steadfastness and department profitability.

Highly motivated and self-directed capable of multi-tasking and able to work with minimal supervision

The ability to communicate at all levels of the customer? from an executive audience as well as the ability to talk in detail on a tactical level

Detail orientation, strong analytical skills, and strong process orientation and analysis skills

Strong staff development skills and leadership ability. Ability to lead a high-performance customer focused team

Designed and implemented training materials for new team members and interns.

Consistently exceeded goal expectations and position advancement timeframes.

Responsible for maintenance and execution of return schedule and recalled medication notices.

Trained, scheduled and coordinated the work of subordinate clerical and technical staff

Coordinated complex clerical and administrative functions pertaining to inventory management, data maintenance/reporting

Maintained record keeping, facility maintenance, and other areas

Assisted professional staff with the preparation and filling of prescriptions for outpatients as well as the preparation of routine intravenous solutions and admixtures

Monitored and re-supplied floor stock - maintained and updated patient medication files

Ability to work efficiently in a fast-paced environment, handle stressful situations, and quickly resolve urgent conflicts

Analyze each situation to determine the issue, research potential solutions, and offer the appropriate action

Problem solving and analytical abilities

Ability to maintain a calm and composed manner when dealing with potentially explosive client situations

Excellent leadership skills, with a unique talent for handling and resolving conflicts within the team

Great team player and independent worker

Proficiency in numerous computer applications and software, including MS Word, Power Point, Excel, Outlook and several others

Programming languages include HTML, CSS, Javascript, React, React-Native and Angular.

Assisted in interviewing, hiring and training processes

Led weekly and daily meetings

Met the stores goals monthly targets

Work Experience

Providence Health & Services

Renton, WA

Lead, Population health clinical coordination

April 2019-present

Managed the development of a technical services manual, wrote standard operating procedures, and created training materials

Trained employees to perform administrative and technical tasks

Improved team member communication and medical record integrity by developing metrics for analyzing quality assurance data and tracking workflow

Worked in a customer service role including communicating and Meetings with clinicians and support staff to meet their needs

Provided training on documentation, company policies, and submitting paperwork.

Created new clinical documents, increasing productivity, and comprehensive clinical analysis.

Managed utilization review process, ensuring detailed and timely completion of all required documentation.

Facilitate weekly staff meetings regarding client needs, progress, and aftercare planning.

Coordinate with Clinical Director in implementing the use of electronic medical records.

Contacting more than 700+ customers per week, schedule 50+ appointments for providers

Creating short and long-term goals

Coming up with new ideas to close care gaps

Addressing problems between patients and providers increasing retention rates by 37%

Motivating patients to finish preventative tests.

Fred Meyer Pharmacy

Renton, WA

Sr. Pharmacy technician

Dec2010- Nov2018

As a Senior technician did staff management and implementation of store policies

Oversaw pharmacy to ensure each station was efficiently functioning. Responsibilities included conducting prescription audits, pharmacy scheduling, and overseeing of drug orders

Coordinated with pharmaceutical companies and determined medicine volumes to be purchased from various suppliers

Successfully process, fill, and sell prescriptions while increasing sales volume 13.7%

Communicated with healthcare providers, insurance companies, and patients in person, by email, via fax and telephone.

Properly filled and dispensed an average of 600 to 800 prescriptions per day.

Received and stored incoming inventory, verified quantities against invoices, and checked for outdated medications.

Screened prescriptions for medication order errors and drug or allergy contraindications understanding that there are no insignificant mistakes especially to the patient.

Performed mathematical calculations for special dose preparation and compounding.

Reconciled billing and maintained administrative records.

Operated automated dispensing devices.

Made requisitions for drugs and supplies with professional guidance from the pharmacists.

Performed clerical tasks, such as filing, answering phones, and operating cash register, maintaining prescription records, or composing letters.

Trained new pharmacy technicians, ensuring customer service standards were improved by 24%

Provided outstanding customer service

Education

FULL STACK WEB DEVELOPMENT(BOOTCAMP | CAREER FOUNDRY) 2021

Pharmacy Tech. Certificate 2010

Bsc (Biotechnology) 2009

