

Sandreani Gunawan

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Motivated and detail-oriented professional with a diverse background in healthcare, pharmacy, customer service, and research. Proven ability to manage multiple responsibilities in fast-paced environments, demonstrate leadership, and provide exceptional service to clients and patients. Seeking a role where I can utilize my teamwork and customer-facing skills to add value while continuing to grow and develop personally and professionally.

Education

Georgia State University | Atlanta, GA

August 2014 – May 2019

Bachelor of Science in Biology

Associate of Health Science

Experience

Children's Healthcare of Atlanta | Atlanta, GA

January 2024 - January 2025

Pharmacy Technician

- Assisted pharmacists by anticipating and prioritizing tasks while effectively maintaining smooth workflows with problem-solving skills.
- Engaged leadership skills to assess situations and bring issues or concerns to the attention of pharmacist or team leader. Demonstrates effective time management, project management, and inventory control skills.
- Prepared and maintained an adequate supply of stock solutions using various tools and software solutions (e.g. i.v.SOFT, Baxa compounder, EPIC, Omnicells).
- Prepared and compounded IV fluids, medications, parenteral nutrition, and chemotherapy solutions by using aseptic technique and logs as appropriate to ensure safe products for patients.

Kroger | Atlanta, GA

August 2019-February 2024

Pharmacy Technician

- Performed a wide range of pharmacy operations with a strong commitment to accuracy, efficiency, and quality of service.
- Enhanced customer experience in person or over the telephone by assisting with placing orders, navigating systems, and locating items.
- Worked with customers to verify patient data and billing information to discover and resolve adjudication.
- Provided consultations and answered the needs of patients, healthcare professionals, and physicians regarding drugs, potential side effects, and specified use.

Skills

- **Customer Relationship Management:** Skilled in building strong client and patient relationships and understanding needs to drive satisfaction.
- **Communication & Presentation:** Ability to craft clear and effective messages, present ideas, and collaborate with teams.
- **Sales & Brand Awareness:** Experience in boosting sales through customer-focused promotions and sales strategies.
- **Administrative & Office Support:** Scheduling, document management, customer service, and handling administrative tasks.
- **Account Management:** Experience in maintaining and nurturing long-term client and patient relationships.
- **Multilingual:** Fluent in English and Bahasa Indonesia, with beginner-level proficiency in Spanish
- **Technical Skills:** Proficient in Microsoft Office (Word, PowerPoint, Excel), Electronic Health Records (EHR), POS systems.
- **Medical & Pharmacy Skills:** CPR & First Aid, HIPAA Compliance, Venipuncture, Infection Control, Electrocardiogram, Specimen Collection & Analysis

References available upon request.