**Kelsey Lynne Heston**

1970 Bleam Road | Quakertown, Pennsylvania 18951

kheston23@yahoo.com|(215) 350-1567

**PROFILE**

Enthusiastic, results focused, self-motivated, driven science professional with extensive experience in exercise physiology, business management, research administration and personal/professional health. Demonstrated clinical achievements of objectives, strong multi-tasking and service skills dedicated to both self and patient goals.

**Core Knowledge & Skill Areas**

* Client & Patient Relationships
* Exercise Prescription, Testing and Evaluation
* Biomechanics Equipment Trained
* Program Development
* Management Experience
* Goal Oriented
* Research Driven
* Highly Motivated
* Fast-Paced Environment
* Customer Service
* Patient Relationship Driven
* CPR Certification, First Aid

**EDUCATION**

**East Stroudsburg University of Pennsylvania**  December 2018

*Master of Science, Exercise Science*

Concentration: Exercise Physiology & Biomechanics

**East Stroudsburg University of Pennsylvania** May 2017

*Bachelor of Science, Exercise Science*

Concentration: Exercise Physiology

**EXPERIENCE & SKILLS**

**Fitness Leadership and Education**

* Wrote and executed a research thesis focusing on neuromuscular health
* Executed performance and health evaluation testing
* Performed fitness tests and relayed results to clients, subjects and patients
* Designed exercise programs and prescriptions for individual subjects
* Designed and organized research studies to investigate, test and present

**Communications**

* Advised and delivered outstanding service to customers and patients
* Coordinated and communicated well with co-workers to ensure efficiency and work quality
* Provided reliable guidance and motivation in work and patient environment
* Carried out human subject recruiting and testing

**Planning and Organizing**

* Developed and organized research studies with faculty to investigate, test, publish and present
* Created spreadsheets in Microsoft programs to increase organization and efficiency
* Prepared, invoices, vendor accounts and inventory for fiscal year
* Managed and executed business strategies with plan of action for staff
* Prepared medications for cataract surgeries focused around office surgery scheduling

**WORK EXPERIENCE**

**Keystone Care Pharmacy | Lansdale, Pennsylvania October 2018 – Present***Pharmacy Technician, Ophthalmology Department*

* + Provided excellent customer service and guidance for patient to meet health and affordability needs
  + Developed and created relationships with patients and doctor offices over the phone as concierge
  + Work with doctors offices directly to meet patient needs
  + Aided in affordability of medications for patients i.e. working with manufactures to assist copay cost
  + Worked with insurance companies to provide medications for before and after patient surgeries
  + Prepare patients for eye operations i.e. answer questions pertaining to medications and assisted in guiding patients through pre/post surgery process
  + Worked as member of a close department team to ensure effective communication to better work environment and patient communication
  + Trained to fill and sell dermatology, biologics, ophthalmology and formulary prescriptions
  + Worked full time while finishing graduate degree

**Rite Aid** |Quakertown, PA October 2011 - October 2018

*Shift Manager & Part-time Pharmacy Technician*

* Began with company as a part-time cashier before further promotions
* Provided outstanding customer service in a welcoming environment
* Provided effective communications to co-workers and corporate with targeted business and health strategies
* Organized Flu Shot clinics at local businesses
* Worked both full and part time while a full time student
* Trained new staff to preform work duties within the district
* Worked amongst the district as both a technician and shift manager as needed in lacking surrounding stores

**St Luke’s Fitness and Sports Performance** May 2016 – August 2016

*Undergraduate Student Intern*

* Observed health and human performance
* Observed sport performance strategies both school-age, elite and college level athletes
* Observed, created and filed fitness programs for members
* Assisted members with technique, questions and concerns
* Prepared and stocked products for members and staff, i.e. towels, workout equipment
* Assisted with front desk secretary duties
* Performed fitness assessments on staff members to gain experience
* Observed and worked with members in clinical, team performance and individual aspects
* Kept patients goal oriented and self motivated in their fitness development

**Grandview Sports Medicine** |Grandview Hospital 2015-2016

*Physical/Occupational Therapy Clinical Observation*

* Provided assistance for therapists
* Assisted in preparation of evaluations and rehabilitation techniques
* Assisted in physical evaluations of patients
* Clinical Observation for Therapeutic Modalities; fifteen hours

**St. Luke’s Bone and Joint** | Quakertown, PA Summer 2015

*Volunteer Observation*

* Goal oriented to begin a better understanding of the field
* Clinical Exercise physiologist observation; fifteen hours

**RESEARCH EXPERIENCE**

Neuromuscular Complexity When Running at Different Speeds: With Implications for Running Related Injuries 2018

Thermogenic Effects of Caffeine on Performance 2017

Basic Nutritional Knowledge Amongst College Aged Population 2017

Impact of Vibration Training on Lower Extremity Health 2016

Therapeutic Modalities of the Lower Extremity 2016 Exercise Science, Sports Medicine & Biomechanics Laboratory Undergraduate Research 2013 - 2017

**CONFERENCES**

American College of Sports Medicine Conference (Presented) 2014 - 2018

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Jennifer Niedwiki | Operations Supervisor

Keystone Care Pharmacy, Lansdale PA   
(484) 680-2226

Teresa Buss | Rite Aid Store Manager

Rite Aid Store 11092, Quakertown PA

(215) 538 1596

Markus Menz | Owner, Boss   
Keystone Care Pharmacy, Lansdale PA  
(267) 663-8336, (267) 361-1600

Susanne Manzoni | Spine Nurse

Children’s Hospital of Philadelphia

(215) 620 0559

Nadine Mackey | Lead Pharmacist

Rite Aid 2016-2017, Keystone Care 2018-Present

(215) 896-1354

Michelle Rodkey | Co-Worker

Rite Aid Store 11092 & Keystone Care Pharmacy

(267) 323-9401