

# SAMANTHA RAMKISSOON

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## PROFESSIONAL SUMMARY

Enthusiastic professional eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding of being a team player and training in customer service. Motivated to learn, grow and excel.

## SKILLS

- Computer Skills, including proficiency in Microsoft Word, Excel, and PowerPoint
- Leadership Skills
- Customer Service Skills
- Conflict Resolution
- Task Delegation based on role and skills
- Daily Workflow Optimization
- Staff Development/Management
- Intermediate Level Spanish Skills - Able to Hold Everyday Conversation
- Team Collaboration and Oversight
- Adaptability
- Detail and Accuracy Oriented
- Quality Standard Management and Maintenance
- Cash Handling

## WORK HISTORY

Aug 2014 - Current

### **Lead Pharmacy Technician**

CVS Health - New York, NY

- Perform various pharmacy operational activities with strong commitment to accuracy, efficiency and service quality.
- Consult with insurance company representatives to complete claims processing, resolve concerns and reconcile payments.
- Review and verify customer information and insurance provider information.
- Solve customer problems in-person or over telephone by providing assistance with placing orders, navigating systems and locating items.
- Help pharmacists clear problematic prescriptions and address customer questions to keep pharmacy efficient.
- Resolve third-party billing, computer system and customer service issues.
- Locate and measure medications according to prescription information. making modifications as

Mar 2013 - Aug 2014

**Shift Leader**

Jamba Juice - New York, NY

- Delivered superior training and leadership to teams to boost performance and help team members achieve performance targets.
- Evaluated employee skills and knowledge regularly, training and mentoring individuals with lagging skills.
- Increased sales by 10% by pushing promotions and advertising.
- Mentored newly hired employees on operating equipment and safety and developed training manual to use for reference.
- Maintained clean and well-organized production areas to avoid violations or unnecessary work delays due to hazards or inefficient layouts.
- Created successful work schedules for each team member to maintain deadlines and fully staff shifts.
- Resolved customer complaints and issues and offered thoughtful solutions to maintain customer satisfaction.
- Balanced cash drawers and prepared cash deposits.

## EDUCATION

Expected in Nov 2022

**Coding**

University of Miami | Miami, FL

Currently enrolled in Coding Bootcamp, expected to receive Certificate of Completion in November 2022.

Sep 2013 - Jun 2017

**Pharmaceutical Sciences**

York College CUNY | Jamaica, NY

Jun 2013

**High School Diploma**

Hillcrest High School | Jamaica, NY

- Member of ARISTA National Honor Society
- Member of Pre-Med Small Learning Community