

# Yvonne Wantings

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Highly-motivated employee with desire to take on new challenges. Strong work ethic, adaptability and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills.

## Work Experience

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### **Pharmacy Customer Account and Fill Technician**

Heartland Pharmacy

April 2019 to Present

- My PCAT duties were to utilize phone and email communications to assist with questions and concerns the customers may have about their medication orders
- I also tended to the needs of my multiple facilities for which I was solely responsible
- My Fill Technician duties were to prepare and fill prescription labels for verification by our pharmacists in an organized and accurate manner
- Each of those jobs have taught me to multitask and use my customer service skills over the phone and email to accurately address client concerns to ensure patient satisfaction and safety
- Operated and tended product packaging machines.
- Removed finished products from machines and separated rejected items based on standard grading qualifications.
- Cleared machine jams to reset malfunctions for production line.
- Evaluated materials, products and packaging for accuracy against standards.
- Met or exceeded target for on-time customer shipments.

### **Pharmacy Technician**

Amerita

December 2021 to December 2022

Using my experience in customer service and communication I spoke to patients to get their medication out to them on a timely manner.

### **Qualified Medication Administration Personnel**

MorningStar - Jordan

August 2017 to April 2019

- My responsibilities were to give residents of Morningstar in the Assisted Living Department their medication
- This is a job where I had to be very detail oriented and quick
- This is similarly where my customer facing skills needed to shine
- Dealing with difficult patients required knowing how to communicate, and stay calm and effective under pressure.
- Dressed, groomed and fed patients with limited physical abilities to support basic needs.
- Leveraged medication expertise to accurately enter medications and supplies into computer system.

- Reduced errors by hand-counting controlled medications, accurately measuring liquids and reconstituting antibiotics.
- Safely and accurately prepared all medications and sterilized products by using proper techniques, calculations and standards of precautions.

## **Caretaker**

Private Long

January 2016 to July 2017

- My job was to watch two children every morning
- This job taught me a lot about patience, and how to problem solve effectively
- Donnie was the youngest of the two kids, was in first grade and autistic; he still wore diapers and did not speak
- Trying to understand what he needed and when he needed it was an experience that taught me to think outside of the box and it turned out to be very rewarding.

Pickens Technical College

## **Skills**

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- Database entry experience
- Works well in a team
- 8+ years in Customer Service
- Quality Assurance
- Self-motivated
- Continuous Learning
- 4+ years with Sales experience
- Basic Mathematical Abilities
- Accurate payment handling
- Preventive Maintenance
- Dependable
- Product Sorting
- Time management
- Recordkeeping Abilities
- Proficient with PayPal, Outlook and
- Verbal and Written Communication
- Microsoft Office
- Decision-Making
- Analytics
- Quality assurance
- Customer service
- Typing
- Windows

## Certifications and Licenses

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### **Google data analytics course**

Present