

Candice Radam CPhT

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OBJECTIVE

A position that will allow me to utilize my leadership, customer service, and project management skill set to cultivate and empower employees, manage workflow, oversee projects, provide support, and maintain optimal efficiency.

SKILLS PROFILE

- Proficient in a wide range of data entry in both long-term care and retail settings, accurate and ethical insurance billing and troubleshooting, maintaining patient profiles, task prioritization, working with a large prescription volume, administering professional customer service, sterile and non-sterile compounding, and blister packing controlled and non-controlled oral medications in a long term care setting. I am also proficient in labeling and packaging unit dose and extemporaneous orders, correcting and processing third-party claims, auditing emergency dose kits, filing controlled prescription hard copies at the end of business, and preparing batches of prescription orders for delivery.
- Sustain an above-average knowledge of computer operating systems and software (all Microsoft Office applications) including the ability to competently navigate pharmaceutical software; ie: RX2000 (CVS), Connexus (Wal-Mart), Helix RNA (Capital Pharmacy), CPR+ (Amerita Infusion), and Omega/ComputerRX(Pharmacy CareUSA).

EMPLOYMENT HISTORY

Walmart/Sam's Club Pharmacy (Buda/Southpark Meadows) - Registered Immunizing Technician

October 2020 - Present

- Returned to my position at Walmart in a part-time capacity to dedicate the majority of my time to two full-time schooling programs as my studies intensified.
- During the pandemic, immunization technicians were in huge demand so I completed all of the CDC training requirements as well as CPR certification in order to become a certified immunizer.

Travis County Sheriff's Office - Pharmacy Technician

October 2016 -October 2020

- Played an integral role in a small team to provide pharmaceutical services in a correctional and juvenile probation complex. Created and troubleshooted various medication administration systems and worked hand-in-hand with the medical provider to create an opiate withdrawal, alcohol withdrawal, and sliding-scale insulin medication administration records to suit the needs of nursing as well as the facility. Outside of routine pharmacy services (data entry, packaging, inventory management, verifications/checks,) I also created a live formulary for providers to use to see which items were available via medication samples, patient assistance programs, as well as items specific to our formulary. Whenever data/reporting was required of the pharmacy (for things such as P&T committee meetings, or the like,) I spearheaded the projects and generated and edited all documentation required. During my service, I also provided assistance while our Patient Assistance Program (PAP) position was being created and filled by filling out applications for patients and doctors to gain samples and PAP medications for our facility.
- Helped test and implement a cycle-fill type system to maintain HIV compliance with our patients.

Medication Therapy Solutions (MTS) - Consultant Pharmacy Technician

June 2016 - October 2016

- Provided full-service routine consultant services for long-term care facilities in order to prepare them for State audits in the Temple/Killeen/Austin/ San Antonio area while working directly with an on-site consultant pharmacist. Duties included medication pass observations, med-room audits, nursing cart audits to discover med Vs. MAR variances, narcotic audits, controlled and non-controlled medication destruction, completing antipsychotic tracking reports, as well as reviewing charts to complete medication reconciliations (for hospital admissions/readmissions) and document lab values for the pharmacist, as well as any other addressing other requests/concerns from my pharmacist and direct supervisor within the company.
- I generated my own schedule for site visits in conjunction with the pharmacist and nursing administration as well as maintained and provided all of the paperwork of my findings promptly to meet weekly and monthly deadlines.
- Assistance was provided in sorting incoming requests for MTM services to various pharmacists across all sites using a spreadsheet and each facility's individual patient care portals (ie. Point Click Care and Martrix.)

Pharmacy Care USA (San Marcos) - Pharmacy Technician

September 2015 – January 2016

- Primarily I came to Pharmacy Care USA to rejoin pharmacists (and technicians alike) that I worked alongside with at Capital Pharmacy; in a very large way I picked up where I left off at Capital Pharmacy. As soon as I was able to pick up the nuances of their facilities and their pharmacy software I began working with their pharmacy manager in refining the problem areas of this pharmacy.
- This site utilized 2 DOSIS prepackaging machines which I took over when I came aboard; my task was to maximize efficiency. I completed this task by reviewing the pharmacy's top 250 drugs and fully stocking the machines evenly so as to maximize output. I also was given the opportunity to remotely manage and restock their many StatSafes, MedSelect and Omnicells which are used by nurses on-site to administer first-dose/emergency medications. I also worked with their current lead technician and pharmacy manager in evaluating the employee schedules, took on creating beneficial and cost-saving relationships with secondary wholesalers, and regularly reviewed and remedied their loss margin reports.

Amerita Infusions Systems (Austin) - Sterile IV Compounding Technician

March 2015 – September 2015

- Prepared sterile IV products for home infusions as well as provided assistance with shipping, inventory, and after-hours emergency support. Through the course of my training, I also became familiar with 7 infusion pump systems (Gemstar, Zevex Infinity, CADD Legacy, CADD Legacy Plus, Kangaroo Joey, Curlin), numerous types of medical supplies for a variety of ports, and exposure to various sterile IV compounding techniques and equipment (B. Braun Pinnacle TPN Management System, Baxa Repeater Pump, PharmAssist Pump, EasyPump elastomeric, CADD medication cassettes.)

-References available upon request-

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- Trained with their lead intake coordinator to process and complete new patient referrals. This included obtaining all clinical documents, coordinating home health nursing, verifying patient benefits and out-of-pocket expenses, obtaining authorization from insurance providers, and completing patient demographics.

Capital Pharmacy LLC (Austin) - Lead Pharmacy Technician

January 2012 – March 2015

- My extra duties as a lead technician included creating and maintain a monthly and weekly rotating technician schedule for more than 12 full time and part-time employees, executing multiple routine quality assurance checks, delegating tasks to pharmacists and pharmacy technicians, overseeing and adjusting workflow, aided the pharmacist and two other technicians in our monthly inventory, contributed to all changes in policy and procedure, verified accurate rate of reimbursement from an array of insurance providers and made corrections when necessary, gathered documentation for pharmacy audits, provided after hours and emergency assistance to nursing home facilities when needed (to obtain controlled and non-controlled orders for new/readmission patients), processed monthly credit returns for all facilities, and nurtured a professional, attentive, and cordial rapport with nursing home staff.
- When I was on the floor I was in charge of blister packing oral controlled and non-controlled prescriptions, labeling and packaging unit dose and extemporaneous orders, preparing sterile IV compounds, non-sterile topical and oral compounds, correcting and processing third party claims, auditing emergency dose kits, filing controlled prescription hard copies at the end of business, and preparing batches of prescription orders for delivery.
- This company sold and now operates as Pharmerica as of October of 2015.

Wal-Mart Pharmacy (Copperas Cove, Pflugerville, South Austin) - Pharmacy Technician

August 2008 - January 2012

- Aided the pharmacist(s) in inputting, preparing, and dispensing prescription medications in accordance with state and federal law.
- I was given the opportunity to take a larger part in regulating the pharmacy inventory by applying daily warehouse and McKesson deliveries as well as preparing facility "out-of-date" returns.

CVS/Pharmacy (Las Vegas) - Pharmacy Technician (In Training)

June 2007-June 2008

- Aided the pharmacist(s) in inputting, preparing, and dispensing prescription medications in accordance with state and federal law.
- Helped install, calibrate, and maintain a Script Pro SP 200® Robotic Prescription Dispensing System.
- This establishment offered 24-hour drive-thru services, took in a high volume of prescriptions, and also operated with a large number of team members.

Telenetwork (Austin) - Technical Support Representative (TSR) Level 1

Jan 2011 – Apr 2011

- Provide customers with support for their home/small business DSL services as well as configure DSL equipment, verify customer configuration and services packages, and troubleshoot all software/hardware/wireless/connectivity problems. I would also initiate and escalate repair tickets when needed for multiple service providers throughout the United States.

EDUCATION

Two-Year Institutions / Trade Centers

The University of Texas at Austin Fullstack Coding Bootcamp	September 2022 - Present
Pathstream (Project Management Certification)	April 2022 - November 2022
Arlington Career Institute, Grand Prairie, TX (Court Reporting/Stenography)	January 2018 - September 2022
College of Southern Nevada, Las Vegas, NV (General Science / Computer Animation)	2005 - 2008
Area Technical Trade Center, Las Vegas, NV (Network Technician)	2003 - 2005

High School

Las Vegas High School, Las Vegas, NV (GED) & William Jennings Bryan High School, Omaha, NE (GED)	2001-2005
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LICENSES HELD

Pharmacy Technician Certification Board – PTCB	(License #4901-0701-0041-473)
University of Houston - ACPE Sterile Certification	(License #066-000-07-030-C04-T)
Registered Pharmacy Technician – Texas State Board of Pharmacy	(License #163714)

-References available upon request-