Robert Smith

Pharmacy Clerk/Associate

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SUMMARY

Over 16 years in a highly detailed customer service role my communication skills are well established and ready to be put to use in any reputable establishment.

SKILLS

Skills and Qualifications: Providing Customer Service Cash handling Organization skills Ability to follow directions Front office Phone etiquette RMA certified Scheduling appointments.

WORK EXPERIENCE

Pharmacy Clerk/Associate

ABC Corporation - June 1989 – December 2006

- Maintained quality customer service at pharmacys drop off window.
- Verbally communicated with medical professionals on a regular basis for refill authorization.
- Handled confidential customer and insurance information.
- Answered calls from multi line phone system and provided routine information to customers and doctor offices.
- Regularly completed data entry of customer and insurance information while still maintaining quick and efficient service to visiting customers.
- Sent and received faxes daily from professional offices.
- Delicately communicated difficult information to individuals of all ages and backgrounds when needed.

Pharmacy Clerk

ABC Corporation - 1986 – 1989

- Call Dr.s to approve prescription refill, call customer to remind them of prescription pick-up.
- File prescriptions numerically, follow all HIPPA rules dispose of personal information properly in designated bin for shred.
- Call insurances for approval on non generic brands.
- Restocking prescription.
- Translate between pharmacist and customer.
- Handing out prescription correctly by confirming customer information.
- Updating information when needed (insurance, address , phone), properly charge medication.

EDUCATION

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