

# ROBERT SMITH

## Retail Pharmacy Technician

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Detail-oriented Retail Pharmacy Technician professional with strong technical skills and the ability to learn concepts quickly. Enjoy going above and beyond and learning new skills. Have experience in manufacturing, supervision and 13 years of pharmacy experience.

## EXPERIENCE

### Retail Pharmacy Technician

#### ABC Corporation - MARCH 2002 - MARCH 2003

- Maintained up-to-date knowledge of store policies regarding payments, returns, and exchanges.
- Cross-trained and provided back-up for other customer service representatives when needed.
- Compiled statistical information for special reports.
- Processed bank reconciliations and financial reports to verify the practice of proper due diligence.
- Handled cash and deposits using proper accounting procedures and documentation.
- Provided friendly customer service at prescription drop-off and pick-up counters.
- Entered new patient profiles and prescriptions into the medication input software system.

### Retail Pharmacy Technician

#### Delta Corporation - 1998 - 2002

- Answer high volume inbound calls, determine need, and triage appropriately to Pharmacist Ensure patient confidentiality by adhering to HIPAA laws .
- Began as cashier, then installed and maintained computer systems for multiple locations before being promoted to pharmacy in December 2005.
- Experienced with verifying, entering, printing, filling and dispensing prescriptions and following privacy procedures.
- Promote better health by engaging customers to learn about their health and medications, educate customers about pharmacy services and products Focus .
- Deliver results while balancing quality and efficiency in all tasks, maintain accuracy while consistently meeting workflow and inventory management .
- Managed a high volume workload within a time limited environment.
- Ensured a superior customer experience by addressing customer concerns, demonstrating empathy, and resolving problems

immediately.

## **EDUCATION**

- GED

## **SKILLS**

Assessment, Documentation, Medication Administration.