

OLIVIA SMITH

Retail Pharmacy Technician

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PROFESSIONAL SUMMARY

With a decade of experience as a Retail Pharmacy Technician, I excel in optimizing medication dispensing, managing inventory, and enhancing patient interactions. My expertise in regulatory compliance and effective communication ensures precise prescription processing and improved patient care. Committed to delivering superior service, I consistently contribute to efficient pharmacy operations and positive health outcomes.

WORK EXPERIENCE

Retail Pharmacy Technician
Maple Leaf Consulting
Apr / 2019-Ongoing
Toronto, ON

1. Accurately counted and prepared medications, ensuring compliance with safety standards.
2. Managed prescription filing and retrieval, maintaining organized patient records.
3. Communicated effectively with healthcare providers to resolve prescription-related inquiries.
4. Answered phone calls professionally, providing information and assistance to patients.
5. Promoted cost-effective medication alternatives, contributing to increased patient savings.
6. Supported pharmacy staff with inventory management, purchasing, and receiving processes.
7. Facilitated prior authorizations by collaborating with healthcare providers and insurance companies.

Retail Pharmacy Technician
Silver Lake Enterprises
Apr / 2015-Apr / 2019
Seattle, WA

1. Processed incoming calls and patient requests, ensuring timely service delivery.
2. Entered and adjudicated prescriptions accurately, minimizing errors in billing.
3. Maintained inventory of controlled substances, adhering to regulatory requirements.
4. Provided exceptional customer service to hundreds of patients daily, addressing inquiries and concerns.
5. Coordinated prescription refills with medical offices and insurance companies seamlessly.
6. Ensured quality control in the retail pharmacy environment, upholding service standards.

EDUCATION

Associate of Applied Science in Pharmacy Technology
City College
Apr / 2012 - Apr / 2015
Seattle, WA

Completed comprehensive training in pharmacy operations, medication management, and patient care.

SKILLS



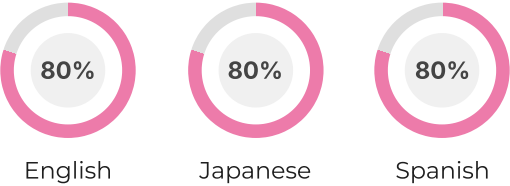
INTERESTS

- Podcasts
Language Learning
Dancing
Cycling

STRENGTHS



LANGUAGES



ACHIEVEMENTS

- Achieved a 95% accuracy rate in prescription dispensing over 5 years.
- Reduced patient wait times by 30% through efficient workflow management.