

Client Name

Pharmacy Manager

Dedicated and empathetic pharmacist with extensive experience providing top-notch customer service, directing employees, and administering end-to-end duties.

Proven abilities in management of conflict, inventory, and invoices, while mitigating system loopholes. Expert in supervising insurance work, dispensing accuracies along with patient counseling to maintain societal welfare. Track record of adapting to new strategies and providing effective / efficient resolutions for imminent progress. Instrumental in ensuring optimal task execution through recruitment and coaching of new staff members. Proficient in fostering optimum relationship with clients by leveraging extraordinary help desk support and telephone skills.

Areas of Expertise

- Pharmacy Sales
- Inventory Management
- Compliance Management
- Risk Management
- Conflict Resolution
- Consultation Service
- Team Leadership & Development
- Cross-functional Collaboration
- Process Improvement

Career Experience

Walgreens

2019 – Present

Pharmacy Manager

Gain overall efficiency by monitoring team of nine employees. Enhance customer service by directing team engagement / disciplinary meetings with staff. Recruit and coach new staff to ensure task execution within provided time lines. Manage invoices and inventory, while reducing risk of overselling and errors. Inform staff on new policies, changes, and information to minimize inaccuracies.

- Improved productivity of workers by carrying out mid as well as annual reviews.
- Surpassed sales quota by efficiently selling 2000 COVID vaccines for LTCF's in district.
- Increased performance rating of the store (bottom to top) through effective store management.
- Planned and deployed improvement strategies to achieve quarterly / annual goals.

Walgreens

2018 – 2019

Area Pharmacist

Administered day-to-day workflow of pharmacy to ensure proficiency and optimum service. Ensured patient safety by overseeing dispensing accuracy along with directing drug utilization reviews. Headed risk and productivity aspects by performing effective conflict management. Assisted patients by providing guidance on medication usage, resulting in enhanced customer knowledge.

- Increased lifespan and minimized health cost by monitoring preventative care measures in line with vaccination protocols.

Walgreens

2008 – 2018

Senior Certified Pharmacy Technician

Steered training and scheduling of pharmacy staff members to ensure optimum performance. Guided patients from non-adherence by accepting new prescriptions as well as refill requests from physicians. Encouraged safe culture for patients by resolving prescription rejections. Communicated effectively with patients by providing consistent phone support. Oversaw process of weekly returns and inventory management, while working as top technician. Executed OTC recommendations and conflict resolution, while aligning with pharmacists to ensure maximum customer care.

- Contributed to better patient care by revising patient profiles, including current name, address, phone number, allergies / health conditions, and insurance.

Education

Doctor of Pharmacy – Pharm D, Pharmacy

Ferris State University

Bachelors in Biology Science

Ferris State University

Associates of Science

North Central Michigan College

Certifications

Controlled Substance License, State of Michigan

Pharmacist, State of Michigan

Pharmacist State of Wisconsin