

ANNE PATTERSON

Pharmacy Technician

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Place of birth *San Antonio* Driving license *Full*
Nationality *American*

LINKS

LinkedIn

PROFILE

A senior certified Pharmacy Technician who received multiple commendations for attending to customers' needs, displaying enthusiasm, and paying particular attention to detail. Instrumental in increasing the retention of staff members by implementing a buddy system. Received positive feedback from 90% of customers at current place of employment. An active member of the National Pharmacy Technician Associate (NPTA). Received distinctions at Penn Foster Career School's, as a certified Pharmacy Technician in training.

EMPLOYMENT HISTORY

❖ **Lead Pharmacy Technician, Deschem Retail** Jan 2020 — Present
Jacksonville

Supervised six pharmacy techs, including scheduling shifts and facilitating quarterly reviews. Increased staff retention by 25% with teambuilding events. Enacted a new text-message prescription notification system that reduced waiting times to complete prescriptions and improved customer satisfaction by 35%.

- Fill medication orders for inpatients and outpatients
- Prepare accurate intravenous admixtures
- Distributing drugs and medicines to patients
- Carry out administrative, clerical, and billing duties
- Maintain adequate stock levels of medication
- Ensure that medication is distributed before it expires
- Escalate issues of compliance with the pharmacy manager
- Provide support to the Pharmacist on duty
- Maintain inventory for identifying medication shortage
- Double-check prescription information
- Update patient records

❖ **Pharmacy Technician, McDee's Pharmacy Emporium** Jan 2017 — Dec 2019
Miami

Mobilized efficient pharmaceutical stock management which decreased waste of 22%. Assist Pharmacists in filling 175+ prescriptions each day by locating and dispensing orders precisely and efficiently.

- Enquire if patients have allergies
- Check all open orders before handing them out or delivering them
- Open the store at the start of the day and closing it at the end of the day
- Operate the cash register and processing purchases with a scan gun
- Process cash or credit card payments from patients
- Assist in training other members of the pharmacy team when needed
- Screen phone calls in a friendly and efficient manner
- Placing stock orders when stock is low
- Organizing courier deliveries of drugs to a patient's residences
- Use pharmacy computer systems and related specialist software

- Sell over-the-counter medicines.
- Cash up the till at the end of the day
- Replace medication on shelves that have not been purchased
- Answer customer queries
- Recycle or dispose of returned drugs

EDUCATION

❖ **Santa Fe Community College** Oct 2018 — Oct 2020
Associate of Applied Science in Pharmacy Tech Santa FE

Major Subjects:

- Compounding
- Chemotherapy
- Vaccines and Immunization
- Prevention Agents
- Optometry

❖ **ABC COLLEGE (ASHP-Accredited Program)** Jan 2017 — Aug 2017
Pharmacy Technician, Diploma in Applied Science Sometown

❖ **State Pharmaceutical Board of Licensure** Oct 2020 — Oct 2020
Practical Training for Pharmacy Technicians Various Locations

Completed 225 practicum hours at DEF Pharmacy, GHI Pharmacy, and JKL Pharmacy

SKILLS

Environment, Health and Safety Standards <i>Expert</i>	Antimicrobial Test <i>Expert</i>
Sterile Compounding and Aseptic Technique <i>Expert</i>	Maintaining Pharmacy Equipment <i>Expert</i>
Medicare, Medicaid & Insurance Claims Processing <i>Expert</i>	Vaccines and Immunization <i>Expert</i>

LANGUAGES

English *Native speaker* German *Native speaker*
 French *Native speaker*

HOBBIES

Trail Running
Triathlons
Mountain Biking
Cave Diving