

Education

Hunter Business School

Medford, NY

*Computer Technician Networking Specialist Program - Achieved A+ Certification as Part of Program
June, 2022 | January, 2024*

Work Experience

Walgreens Oakdale, NY *Shift Leader & Certified Pharmacy Technician* June, 2021 | Present

- Oversee pharmacy staff and store associates, providing guidance, support, and training during shifts to ensure smooth operations.
- Effectively delegate responsibilities and tasks to team members while maintaining workflow and efficiency.
- Accurately manage cash drawers and oversee all monetary transactions, ensuring proper change is given and all transactions are recorded correctly.
- Perform end-of-shift cash counts, ensuring that the till is balanced and discrepancies are promptly addressed.
- Prepare daily bank deposits, ensuring all financial documentation is correct and ready for the bank.
- Provide excellent customer service by addressing concerns and questions professionally.
- Answered phone calls to address customer concerns, troubleshoot issues with automated phone systems and the mobile application, ensuring customers can efficiently access available services for convenient prescription fulfillment.
- Monitor medication stock levels and reorder medications to maintain adequate supply.
- Ensure proper documentation and processing of insurance claims and patient information.
- Communicate with healthcare providers to clarify prescription details or resolve discrepancies.
- Verify prescription orders for accuracy and completeness.
- Accurately prepare and dispense prescription medications to patients as per physician orders.

Skills

Computer and Tech Skills A+ Certified, Computer Programming, Web Design, Productivity Software, Computer Building and Maintenance

Customer Service Answer Phones, Addressing Customer Concerns in a Compassionate and Through Manner, Applying Knowledge of Products and Services to Provide Best Value and Convivence to Customers