

NAME

TITLE

000-000-0000 / EMAIL / CITY, STATE, ZIP

Profile

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Experience

Pharmacist Assistant - Company / Location

MONTH YEAR - Present

- **Job Description:** Worked with the pharmacist to fulfill and label prescriptions in a chain store with 15 other departments.
- **Results:** Managed inventory in our department in addition to handling customer questions about other areas of the store.
- **Additional Competencies:** Maintained customer confidentiality regarding files and orders.
- **Other:** Operated a POS cash register for over 50 customers daily.

Sales Associate - Company / Location

MONTH YEAR – MONTH YEAR

- **Job Description:** Worked as a sales associate for a department store, reaching the top 5% of all associates within my first six months.
- **Results:** Developed a custom upselling training to help other associates reach my success level.
- **Additional Competencies:** Handled customer questions and concerns in an understanding manner, earning a 97% customer approval rating.
- **Other:** Streamlined the staff scheduling process to ensure every shift had adequate staff with backup on call.

Project Experience

- **Customer Satisfaction Ratings:** Helped implement customer service scorecards at the retail store to boost our overall performance.
- **Training Program:** Led a training program for other associates when the store adopted a new POS on the registers.

Education

Pharmacy Technician Diploma - SCHOOL

MONTH YEAR

- GPA: 3.6

High School Diploma- SCHOOL

May 2009

- GPA:3.5

Skills

Expertise

- Outstanding customer service
- Detail-oriented regarding prescriptions and sales
- Thorough and confidential customer documentation
- Innovative thinking to streamline retail procedures
- Comfortable in fast-paced environments

Licenses & Accreditations

Licenses Licenses & Accreditations

- Certified Pharmacy Technician (CPhT) from Pharmacy Technician Certification Board (PTCB)
- Sterile Products Certification from the National Pharmacy Technician Association (NPTA)
- Certified Billing and Coding Specialist (CBCS) from National Healthcareer Association (NHA)