

Experienced Pharmacy Manager skilled in expanding customer base and script counts including a previous increase by 10% by driving clinical services within outpatient settings. Strong customer service, leadership and team supervision with 15+ years of experience. Vastly experienced in Medication Therapy Management (MTM). Tri-lingual professional with ability to communicate with individuals of diverse backgrounds and work successfully within multilingual, multicultural environments and teams. Solid educational background including a Master's Degree in Pharmacy. Currently pursuing Doctor of Pharmacy and MBA with expected graduation date of 2018.

Outpatient Pharmacy | Flu Clinics | Diabetic Education | Medication Therapy Management | Patient Counseling | Quality Assurance | Prior Authorizations | 3rd Party Claim Processing | Disease State Management | Drug Utilization Review | Pharmacogenomics Testing | Physician Liaison | Compounding | Smoking Cessation counseling & training | Technician Supervision | Pharmacy Team Leadership

Career Highlights

- ✓ **Grew pharmacy script count to 400 scripts daily** as Pharmacy Manager by developing and directing clinical services within an outpatient setting.
- ✓ **Established and led multiple flu clinics** across the state of Kentucky serving 100s of patients and personally provided immunizations to over 1000 patients in one year's time.
- ✓ **Led pharmacy as Medication Therapy Management (MTM) expert**, serving up to 4 patients on a daily basis with over a 90% completion rate.
- ✓ **Demonstrated success leading up to 50 Drug Utilization Reviews per shift**, resulting in increased quality and patient safety.
- ✓ **Contributed to military personnel rehabilitation** through counseling and dispensing medications at a pharmacy processing 300 scripts daily.
- ✓ **Facilitated smoking cessation counseling** and provided services to nearly 5 patients weekly.
- ✓ **Recipient of 5+ professional awards** recognizing customer service, compliance and commitment to the industry.

Awards

- Favorite Pharmacy Team Member Award**, Rite Aid 2016
- Certificate of Achievement of Zero Customer Complaints**, Rite Aid 2014
- Certificate of Best Execution & Reputation in Retail**, Rite Aid 2014
- Certificate of Superior Customer Service**, Rite Aid 2013
- Certificate of Excellence in Compliance Execution Award**, Rite Aid 2013
- Certificate of Appreciation for Service**,

PROFESSIONAL WORK HISTORY

RITE AID PHARMACY
Pharmacy Manager

2012-Present
Maysville, KY

Pharmacy Manager for pharmacy processing 350-400 scripts daily. Responsible for managing comprehensive pharmacy operations and delivering quality outpatient services to optimize patient care. Lead high-impact immunization programs within the community.

- Lead aggressive pharmacy growth strategy, successfully increasing script count by 10% to nearly 400 scripts daily in 2015 by adopting and executing clinical services consistently such as organizing immunization clinics and providing MTM.

- Deliver Medication Therapy Management services for 2-4 clients daily, resulting in 92% completion rate based on Equipp, Outcomes and Mirixa platforms.
- Collaborated with community partners to organize 20 flu clinics serving 100s of patients. Personally conducted 15 flu clinics and delivered 1000+ immunizations in 2015.
- Lead Drug Utilization Review (DUR) up to 50 times per shift to enhance patient safety.
- Encourage and improve patient disease state management while counseling newly diagnosed diabetes and asthma patients on a daily basis.
- Resolve 2-3 prior authorizations daily and handle numerous third-party claims processes.
- Process pharmacogenomics testing consisting of simvastatin and clopidogrel 2-3 times per week. Liaise with medical staff to provide new treatment proposals.
- Mitigated risk and increased awareness regarding pneumococcal disease and Ebola while presenting at Kentucky Power Co-Operative (EKP) during 2014-2015.

RITE AID PHARMACY
Staff Pharmacist

2010-2012
Maysville, KY

Provided outpatient counseling and processed scripts for pharmacy serving patients in Kentucky with a focus on quality assurance and strong customer service.

- Prepared and dispensed nearly 300 scripts per day while providing quality customer service and ensuring accuracy.
- Expertly counseled up to 25 patients per shift, resulting in improved administration of medications and proper usage.
- Liaised with physicians and nurses, collaborating to create interventions leading to enhanced patient therapeutic outcomes.
- Directed quality assurance efforts and managed security of controlled substances, resulting in nearly 100% rate of quality assurance.
- Provided Medication Therapy Management (MTM) services for 1-2 patients daily.

SHAPE PHARMACY, NATO HEALTHCARE FACILITY
American Red Cross Volunteer

2008-2009
Belgium

American Red Cross Volunteer serving Supreme Headquarter Allied Powers Europe (SHAPE) Pharmacy NATO Healthcare Facility. Served returned military personnel and directed patient counseling and medication dispensing.

- Provided counseling and metrics to US and international MD, ensuring adherence to formulary; switched therapy regiment within facility formulary to optimize patient care as needed with a high level of autonomy.
- Counseled military personnel returning from Afghanistan and Iraq to encourage rehabilitation and provided pharmacy services, including processing nearly 300 scripts daily.
- Oversaw operations including ordering medications and supervising pharmacy technicians.
- Led smoking cessation counseling for nearly 5 patients weekly, including initiation of treatment and follow-ups.

Additional Pharmacist Experience: Pharmacy Intern | Safeway, Inc., 2005-08; Pharmacy Manager | Europharmacijos Vaistines LV, 1999-'03; Staff pharmacist | Baltoji ieva, LV, retail pharmacy, 1996-'99; Staff pharmacist | Elizabethesaptieka, LT, 1990-'96

EDUCATION & LICENSURE

SHENANDOAH UNIVERSITY, BERNARD J DUNN SCHOOL OF PHARMACY ▪ Expected 2018
Doctor of Pharmacy (Pharm.D.)/Master of Business Administration ▪ Winchester, VA

STRADINS MEDICAL UNIVERSITY ▪ 1990
Master's Degree in Pharmacy

Kentucky Pharmacist License ▪ (Currently Practicing)
Ohio Pharmacist License
Virginia Pharmacist License

CERTIFICATIONS

Immunization Certificate ▪ APhA ▪ 2010- Present
Basic Life Support Certificate (BLS) ▪ American Red Cross ▪ 2010-Present
Boehringer Ingelheim Pharmaceutical Business Academy ▪ 2002