

Anna Warren

Clinical Customer Care Staff Pharmacist

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SUMMARY

Dedicated pharmacist holding a Doctor of Pharmacy degree, complemented by an active Arizona Pharmacist License. Experienced in resolving customer inquiries with immediate application of clinical expertise, particularly concerning medication interactions and counseling. Committed to providing exceptional patient care and maintaining regulatory compliance while actively engaging with various pharmacy systems. Proven track record in improving healthcare delivery through practical experience and effective communication strategies, accompanied by strong collaborative skills that enhance team performance. Eager to contribute positively within PillPack's innovative pharmacy environment and support its mission of improving customer service.

EDUCATION

Doctor of Pharmacy

Arizona State University 🎓 GPA: 3.8 📅 2026 📍 Phoenix, AZ

Coursework: *Pharmaceutics, Clinical Pharmacology, Ethics in Pharmacy, Drug Interaction Management*

Bachelor of Science in Pharmaceutical Sciences

Arizona State University 🎓 GPA: 3.9 📅 2024 📍 Phoenix, AZ

Coursework: *Organic Chemistry, Biochemistry, Therapeutics, Public Health*

TECHNICAL SKILLS

- **Pharmacy Management Systems:** Zendesk, EMR, RPM
- **Statistical Analysis Tools:** SPSS, R, SAS
- **Communication Platforms:** Microsoft Teams, Zoom, Slack
- **Prescription Processing Software:** QRS, Epic
- **Clinical Research Methodologies:** RCT, Cohort Studies, Case-Control Studies
- **Data Visualization Tools:** Tableau, Excel, Power BI
- **Quality Assurance Protocols:** DAVID, QMS, ISO Standards
- **Regulatory Compliance Standards:** HIPAA, DEA Regulations, CMS Guidelines
- **Pharmacy Automation Technologies:** Automrax, FastPak
- **Healthcare Delivery Innovation:** Telehealth Solutions, Remote Patient Monitoring, Digital Health

SKILLS

- Clinical Pharmacy
- Medication Therapy Management
- Pharmacy Management Software
- Patient Counseling
- Pharmacokinetics
- Research and Data Analysis

EXPERIENCE

Pharmacy Capstone Project Developer

University Project 📅 January 2025 – May 2026 📍 Phoenix, AZ

Oversaw development of a medication therapy management program focused on enhancing patient adherence to treatment protocols. Collaborated with fellow pharmacy students to evaluate the effectiveness of numerous medications based on direct patient feedback. Implemented a suite of assessment tools to optimize medication plans during clinical engagements and ensured patient education was prioritized across projects. Presented a comprehensive analysis of outcomes to peer groups and faculty meant to underscore the significance of tailored medication practices.

- Developed medication therapy management programs definitively enhancing adherence metrics among patients.
- Engaged in thorough patient interviews ensuring personalized medication approaches suited individual health needs.
- Collaborated well in project teams driving research through rigorous evaluations of drug interactions and clinical advancements.
- Applied pharmacy management software yielding realistic simulations of pharmacy workflows reflecting day-to-day operations.
- Presented impactful findings to stakeholders emphasizing patient-centered care methodologies.
- Conducted community outreach initiatives promoting educational workshops centered on medication safety.

Research Assistant

University Research Lab 📅 September 2024 – December 2024 📍 Phoenix, AZ

Contributed to a pivotal research initiative exploring pharmacokinetics related to cardiovascular treatments. Aided in gathering and analyzing extensive patient data which laid foundational insights into medication efficacy and side effects for antihypertensive drugs. Collaborated closely with academic advisors in crafting results for publication aimed at adding value to pharmaceutical literature. Participated in continuous lab discussions fostering inventive solutions for ongoing research challenges.

- Led data collection efforts ensuring integrity in patient records during complex pharmacokinetics studies.
- Conceived evaluative frameworks thus pinpointing significant trends in medication outcomes aiding therapeutic adjustments.
- Supported faculty by drafting publications presenting research findings to streamline review processes.
- Exploited sophisticated statistical software achieving accurate data visualization assisting in peer presentations.
- Fostered teamwork by incorporating peer feedback leading to substantial improvements in ongoing data analysis tasks.
- Designed audience-friendly materials distilling research findings into layman's terms supporting community education.

LEADERSHIP & AWARDS

- Dean’s List, Arizona State University, 2024
- Recipient of Pharmacy Student Leadership Award, 2025

CERTIFICATIONS

- CPR and First Aid Certification 📅 2025
- Pharmaceutical Care Certificate 📅 2025

PROFESSIONAL AFFILIATIONS

- Member of American Pharmacists Association, 2025-present
- Volunteer at Phoenix Health Fair, providing medication counseling and health screenings, 2025

LANGUAGES

- English (Native)
- Spanish (Proficient)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST