

Mabel Keller

International Pharmacy Intern

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STRENGTHS

-  **Patient-Centered Focus**
Consistently prioritized patient needs while handling prescriptions and queries, making connections with individuals seeking help.
-  **Regulatory Knowledge**
Demonstrated strong familiarity with pharmacy regulations, ensuring adherence during patient interactions and operations.
-  **Effective Communication**
Cultivated clear communication lines with patients and staff, simplifying complex medical terms for better understanding.
-  **Adaptive Learning**
Rounded out theoretical knowledge with practical experiences, seamlessly adjusting response methods to meet specific challenges.
-  **Inventory Management Skills**
Streamlined inventory processes, effectively managing stock while collaborating to ensure optimal availability of medications.

SKILLS

Patient Care	Customer Service
Pharmacy Operations	
Regulatory Compliance	
Inventory Management	
Research Methodologies	
Data Analysis	
Communication Skills	
Microsoft Office Suite	

LANGUAGES

EnglishNative

SUMMARY

Dedicated and detail-oriented Pharmacy Intern with hands-on experience in retail pharmacy operations and patient care. Proven skills in regulatory compliance, customer service, and inventory management support exceptional experiences for patients. Engaged closely with healthcare teams to enhance health care delivery and promote beneficial health outcomes. Committed to continuous learning and professional growth within the pharmacy field, completed a series of projects showcasing the application of knowledge gained through rigorous academic training. Anticipate leveraging comprehensive clinical insights in real-world scenarios to augment patient support and service quality.

EDUCATION

Doctor of Pharmacy (PharmD)

University of Illinois at Chicago  GPA: 3.9  2027  Chicago, IL

Coursework: Pharmaceutical Sciences, Regulatory Compliance, Patient Care, Clinical Pharmacotherapy

TECHNICAL SKILLS

- Pharmaceutical Software:** Pillbox, Medi-Tech, DrFirst
- Statistical Analysis Tools:** SPSS, SAS, R
- Customer Relationship Management:** Salesforce, Zendesk
- Presentation Software:** PowerPoint, Prezi
- Collaboration Tools:** Zoom, Teams, Slack
- Compliance Standards:** HIPAA, OSHA, FDA guidelines
- Educational Technology:** Articulate, Blackboard, Moodle
- Inventory Management Systems:** QuickBooks, Cin7, Vend
- Word Processing Software:** Microsoft Word, Google Docs
- Clinical Decision Support:** Epocrates, UpToDate, Clinical Key

EXPERIENCE

Pharmacy Intern

University Project  January 2026 - Present  Remote

- Supporting pharmacy operations as part of an internship program aimed at enhancing practical skills in a retail pharmacy setting under guidance from licensed pharmacists. Responsibilities include ensuring patient safety through adherence to regulations, inventory management, and customer service workflows.
- Engaged in patient safety initiatives while adhering strictly to pharmacy regulations.
 - Processed prescriptions efficiently by translating SIG codes and ensuring accurate labeling.
 - Supported customer service efforts by addressing inquiries and sharing medication information.
 - Collaborated effectively with licensed pharmacists to provide patient counseling on various medications.
 - Participated actively in inventory management tasks, maintaining appropriate stock levels for pharmaceutical supplies.
 - Contributed significantly to quality assurance measures that improved patient experience and safety.
- #### Pharmacy Research Assistant
- Academic Research  September 2025 - December 2025  Champaign, IL
- Conducted impactful research initiatives exploring strategies for improving medication adherence within diverse patient demographics. Collaborated with peer researchers and contributed findings to broader community health discussions.
- Conducted research focused on medication adherence strategies tailored for varied patient cohorts.

MY CAREER



- Pharmacy Intern at University Project (6 Months)
- Pharmacy Research Assistant at Academic Research (3 Months)
- Pharmacy Student Lab at Course Project (4 Months)

- Analyzed data meticulously utilizing advanced statistical software to uncover trends influencing pharmacy practice.
- Assisted in preparing presentations for academic forums and local health fairs, increasing awareness about critical health topics.
- Developed educational resources aimed at enhancing patient comprehension related to medication protocols.
- Collaborated with a dedicated research team, bonding efforts that implemented novel patient care programs at the university clinic.
- Ensured adherence to ethical standards throughout the research lifecycle, maintaining integrity and diligence.

Pharmacy Student Lab

Course Project 📅 January 2025 - May 2025 📍 Remote

- Designed a capstone project concentrated on optimizing inventory management approaches applied within community pharmacy contexts. Fostered healthy collaboration among peers to simulate practical pharmacy management scenarios.
- Developed an innovative capstone project focusing on superior inventory management tactics in community pharmacies.
 - Evaluated diverse inventory systems' effectiveness using aggregated case studies and thorough statistical analysis.
 - Composed a detailed report laying out findings and recommended actions for operational improvements.
 - Presented insights to faculty, garnering accolades for clarity, analytical depth, and relevance to real-world applications.
 - Simulated actual pharmacy management environments with fellow students, enriching experiential learning opportunities.
 - Utilized various digital tools to produce engaging presentations and meticulously documented results.

PORTFOLIO

Title: Pharmacy Operations Portfolio
Link: University of Illinois at Chicago
Description: Showcase of projects including prescription management strategies and patient counseling exercises.

LEADERSHIP & AWARDS

- Dean's List, University of Illinois at Chicago, 2024-2026
- Best Presentation Award, Pharmacy Research Symposium, 2025

CERTIFICATIONS

- Pharmacy Intern License 📅 2026
- CPR and First Aid Certification 📅 2026

PROFESSIONAL AFFILIATIONS

- Member, Student Pharmacy Association, 2024-Present
- Volunteer, Health Fairs and Community Health Initiatives, 2024-Present

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST