

# Zara Wilcox

## Inpatient Pharmacy Manager

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### STRENGTHS

- Team Leadership**  
Cultivated highly effective teams through active coaching, focusing on personal strengths which frequently led peers to seek guidance.
- Process Improvement**  
Revamped workflows resulting in smoother transitions among pharmacy activities leading to a noticeable reduction in errors.
- Regulatory Compliance**  
Ensured strict adherence to both institutional policies and state regulations, earning respect from both peers and upper management.
- Patient-Centric Approach**  
Instilled a culture prioritizing patient safety prompting opportunities for team members to enhance client interactions.
- Operational Efficiency**  
Identified and resolved extra steps in service delivery enhancing timeliness without sacrificing quality expectations.

### SKILLS

#### Pharmacy Operations Management

Team Leadership

Regulatory Compliance

Inventory Management

Performance Improvement

Patient Safety Standards

Risk Management

Drug Utilization Review

Clinical Consultation

### SUMMARY

Dedicated pharmacy professional with over 5 years of experience in hospital pharmacy operations, specializing in team leadership and compliance management. Proven track record of enhancing operational efficiencies and developing skilled pharmacy teams. As a licensed Pharmacist, commitment to patient safety and regulatory adherence remains strong. Experience encompasses overseeing pharmacy operations, nurturing talent for potential growth, and ensuring adherence to ethical standards. Thriving in dynamic environments, eagerness to foster collaboration within healthcare teams builds positive work culture.

### EXPERIENCE

#### Pharmacy Operations Supervisor

Health First Medical Center 📅 June 2022 - Present 📍 Springfield, IL

Currently managing pharmacy operations within a busy hospital setting, focusing on optimizing processes and staff productivity. Collaborated effectively with clinical staff members ensuring timely medication distribution and inventory upkeep.

- Supervise daily pharmacy activities, streamlining workflows, resulting in significant turnaround improvements.
- Develop and employ systematized training programs fostering confident and competent pharmacy technicians.
- Regularly assess and report on key performance indicators leading to improved operational efficiency metrics.
- Initiate safety protocols that resulted in enhanced vigilance and accountability among pharmacy staff.
- Oversee inventory control measures and supplier negotiations avoiding drug shortages impacting patient care.

#### Pharmacy Manager

City Hospital 📅 January 2020 - May 2022 📍 Chicago, IL

Oversaw comprehensive pharmacotherapy services involving staff supervision and strategic direction, creating cohesive working relationships across departments. Focused on improving representatives' direct interactions on-site.

- Designed policies for hazardous compounds establishing clear guidelines ensuring safety compliance.
- Facilitated communication between nursing staff and pharmacy enhancing administration practices.
- Conducted professional development events augmenting staff's skills while promoting teamwork.
- Implemented advanced dispensing systems allowing better tracking and effective waste reduction.
- Participated actively in audit preparations attaining commended compliance standings.

#### Pharmacy Technician Lead

Regional Health Services 📅 July 2018 - December 2019 📍 Peoria, IL

Assumed leadership role with the ability to coordinate and elevate team performance amidst an array of responsibilities associated with a high-volume pharmacy environment.

- Spearheaded workflow coordination of ancillary pharmacy technicians guaranteeing precise and rapid dispensing of medications.
- Trained incoming technicians emphasizing practice-based learning workshops focused on safety measures.

Medication Distribution

Workflow Optimization

Quality Assurance

Staff Development

Project Management

Data Analysis

Interprofessional Collaboration

## LANGUAGES

English Native

Spanish Intermediate

## MY CAREER



● Pharmacy Operations Supervisor at Health First Medical Center (4.1 Years)

● Pharmacy Manager at City Hospital (2.3 Years)

● Pharmacy Technician Lead at Regional Health Services (1.4 Years)

- Engaged closely with pharmacists for verifying prescriptions sharpening operational accuracy.
- Encouraged healthy discussions during meetings promoting sharing insights on performance-based goals tailored for workflow enhancements.

## LEADERSHIP & AWARDS

- Dean's List, University of Illinois College of Pharmacy
- Recipient of the Excellence in Pharmacy Practice Award, 2021

## EDUCATION

### Doctor of Pharmacy (PharmD)

University of Illinois College of Pharmacy 🎓 GPA: 3.7 📅 2021 📍 Chicago, IL

**Coursework:** Clinical Pharmacy, Drug Therapy Management, Pharmaceutical Care, Patient Safety

## CERTIFICATIONS

- Licensed Pharmacist (RPh) 📅 2020
- Certification in Medication Therapy Management (MTM) 📅 2021

## TECHNICAL SKILLS

- **Medication Dispensing Software:** Cerner, Epic, MediTech
- **Inventory Management Systems:** QS/1, McKesson, Parata
- **Clinical Decision Support Tools:** UpToDate, Micromedex, Lexicomp
- **Compliance Tracking Frameworks:** FDA Guidelines, DEA Regulations, TJC Accreditation
- **Training Methodologies:** Onboarding Workshops, E-Learning Modules, Shadowing Programs
- **Performance Monitoring Tools:** KPIs, Dashboards, Surveys
- **Hazardous Drug Handling Techniques:** USP 797, USP 800, Hazard Communication Standards
- **Communication Platforms:** Slack, Microsoft Teams, Zoom
- **Statistical Analysis Software:** SPSS, SAS, Excel
- **Quality Assurance Practices:** Lean, Six Sigma, Root Cause Analysis

## PROFESSIONAL AFFILIATIONS

- Member, American Pharmacists Association
- Volunteer Clinical Instructor, University of Illinois School of Pharmacy

## ADDITIONAL INFORMATION

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

## REFERENCES

AVAILABLE ON REQUEST