

Aubrey Austin

Pharmacist

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STRENGTHS

- ♥ **Customer-Focused Service**
Worked diligently on providing clarity and assistance to patients, earning consistent positive feedback and trust.
- 👥 **Effective Team Collaboration**
Build strong alliances with healthcare teams, fostering an integrated approach that advances patient care goals and objectives.
- 🛡️ **Regulatory Compliance Knowledge**
Navigated complex pharmacy laws adeptly, ensuring full adherence to transactional protocols and limiting operational risks.
- ⚙️ **Operational Excellence**
Streamlined operational processes, establishing an efficient atmosphere that directly correlates with productivity and service quality.
- ✔️ **Detail-Oriented Management**
Attended closely to detail regarding medication dispensing procedures, nurturing an environment committed to patient safety.

SKILLS

<u>Pharmacy Operations</u>	<u>Patient Care</u>
<u>Regulatory Compliance</u>	
<u>Inventory Management</u>	
<u>Customer Service</u>	
<u>Team Leadership</u>	
<u>Communication Skills</u>	
<u>Data Analysis</u>	
<u>Prescription Verification</u>	
<u>Clinical Management</u>	
<u>Multi-store Management</u>	

SUMMARY

Committed pharmacist with over 2 years in pharmacy operations and patient care. Experienced in managing daily pharmacy workflows at multiple locations, ensuring compliance with regulations while enhancing patient satisfaction. Proven track record of improving prescription filling accuracy and implementing quality improvement initiatives. Effectively collaborates with healthcare professionals to develop tailored patient care plans that drive positive health outcomes. Skilled in overseeing inventory management, training staff, and maintaining adherence to safety standards to foster a supportive and compliant environment. Enthusiastic about contributing to a team-focused pharmacy with a shared mission to provide exceptional service.

EXPERIENCE

Pharmacist

HealthPlus Pharmacy 📅 January 2025 - Present 📍 Rockford, IL

Lead pharmacist managing diverse pharmacy operations across the Rockford and Glenview locations. Responsible for ensuring compliance, performance execution, and patient care excellence in daily activities.

- Supervise pharmacy team members, ensuring optimal performance and strict adherence to local, state, and federal regulatory requirements.
- Enhance customer satisfaction through accurate prescription fulfillment and training staff on best practices for service delivery.
- Execute audits of pharmacy services, achieving compliance with evolving medication standards and internal policies.
- Collaborate with health professionals in developing patient-centered care plans, bolstering outcomes among chronic illness patients.
- Implement inventory control initiatives, effectively minimizing overhead by optimizing ordering processes and reducing waste costs.
- Address third-party insurance dilemmas, promoting timely resolutions to claim refusals and fostering sustainable relationships.

Pharmacy Technician

CareFirst Pharmacy 📅 June 2023 - December 2024 📍 Glenview, IL

Assisted with routine pharmacy operations, focusing on customer interactions and inventory oversight. Strengthened sales performance and customer engagement through higher service standards.

- Supported pharmacists with preparing and refilling prescriptions accurately in a fast-paced environment.
- Monitored legal compliance in documenting pharmacy transactions, safeguarding operational integrity through precision.
- Fostered engaging relationships with clients, promoting adherence to prescribed therapies through informal counseling and advice.
- Contributed insights into workflow improvements during periodic team evaluations in the pharmacy.
- New inventory tracking system promotion led to heightened efficiency in stock management practices.
- Facilitated third-party claims processing under pharmacist guidance, ensuring prompt resolution and customer support.

LEADERSHIP & AWARDS

- Dean's List, University of Illinois at Chicago (2024, 2025)
- Recipient, Pharmacy Student Leadership Award (2025)

- Quality Improvement
- Patient Counseling
- Record Keeping
- Insurance Processing
- Workflow Optimization

LANGUAGES

English	Native
Spanish	Proficient

MY CAREER



- Pharmacist at HealthPlus Pharmacy (1.5 Years)
- Pharmacy Technician at CareFirst Pharmacy (1.5 Years)

EDUCATION

Doctor of Pharmacy (PharmD)
University of Illinois at Chicago 🎓 GPA: 3.7 📅 2026 📍 Chicago, IL
***Coursework:** Pharmacy Practice, Clinical Pharmacy, Pharmacotherapy, Healthcare Communication*

CERTIFICATIONS

- Licensed Pharmacist 📅 2026
- Advanced Patient Care Protocols 📅 2025

TECHNICAL SKILLS

- Pharmacy Management Software:** PioneerRX, McKesson, Kroll
- Documentation Tools:** Microsoft Word, Excel, SharePoint
- Inventory Systems:** QS/1, pharmacyOS, Cerner
- Drug Interaction Tools:** Lexicomp, UpToDate, Micromedex
- Collaboration Platforms:** Slack, Microsoft Teams, Zoom
- Training and Development:** JCAHO, CAPA, CE Programs
- Reporting Software:** Tableau, Power BI, Crystal Reports
- Patient Education Resources:** Medline, PatientInfo, FDA
- Quality Assurance Tools:** Six Sigma, Lean Management, Auditing
- Billing Systems:** EHR, ePrescribing, Prescription Claim Process

PROFESSIONAL AFFILIATIONS

- Member, Illinois Pharmacists Association (2025 - Present)
- Volunteer, Community Health Fair, Springfield, IL (2025)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST