

Violet Wolf

Pharmacy Technician

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STRENGTHS

- Customer Care**
Exceptional ability to connect with customers and address their needs attentively, creating enriching experiences.
- Problem Solving**
Capable of navigating challenges effectively, always looking for swift resolutions that benefit patients and the pharmacy.
- Team Collaboration**
Worked seamlessly with pharmacists and pharmacy teams, fostering a positive work culture through open communication.
- Time Management**
Skilled at prioritizing tasks during busy shifts ensuring efficient operations without compromising quality of service.
- Innovation**
Encouraged new ideas that improved operational workflows, streamlining processes for better patient outcomes.

SKILLS

Prescription Processing

Patient Record Management

Inventory Control

Customer Service Excellence

Health Screenings & Immunizations

Regulatory Compliance

LANGUAGES

English Native

Spanish Proficient

SUMMARY

Dedicated and certified Pharmacy Technician with extensive experience supporting pharmacists in delivering efficient pharmacy services. Proven ability to manage prescription processing, maintain accurate patient records, and ensure compliance with state and federal regulations. Committed to providing exceptional customer service while assisting with health screenings and immunizations to enhance patient care. Strong organizational skills focus on inventory management and safety standards, contributing to smooth operations and positive patient experiences.

EXPERIENCE

Pharmacy Technician

HealthWise Pharmacy June 2024 - Present Alexandria, VA

Role focuses on providing essential support to the pharmacist to ensure optimal pharmacy operations. Collaborates within a team, managing medication distribution, patient interactions, and safety compliance.

- Assisted in accurately filling and labeling prescriptions while maintaining adherence to state and federal regulations.
- Managed patient records diligently, ensuring accuracy and confidentiality in all documentation.
- Delivered exceptional customer service by promptly addressing inquiries and efficiently processing transactions.
- Supported inventory control efforts and organized medications and supplies according to established safety protocols.
- Played an active role in community health by participating in health screening initiatives and immunization services.
- Contributed positively to the training of new staff to foster a cohesive and collaborative working environment.

Pharmacy Assistant

CareWell Pharmacy January 2023 - May 2024 Falls Church, VA

This position involved assisting pharmacists with daily tasks, focusing on enhancing customer interactions and improving operational efficiency across pharmacy services.

- Assisted in prescription preparation and delivered thorough customer service for an improved patient experience.
- Maintained orderly storage of pharmaceutical supplies, consistently adhering to safety and handling guidelines.
- Monitored stock levels and participated actively in ordering processes for seamless inventory management.
- Engaged with patients regarding medication information and health screening queries to provide valuable support.
- Helped implement a new electronic health record system that improved patient data accessibility and management.
- Collaborated effectively with team members to enhance service processes and operational workflow efficiency.

LEADERSHIP & AWARDS

- Certified Pharmacy Technician (CPhT) - 2024
- Recognized Employee of the Month for outstanding customer service at HealthWise Pharmacy - January 2025

EDUCATION

Pharmacy Technician Certification

Virginia Community College GPA: 4.0 2024 Falls Church, VA

MY CAREER



- Pharmacy Technician at HealthWise Pharmacy (2.1 Years)
- Pharmacy Assistant at CareWell Pharmacy (1.3 Years)

Coursework: Pharmacy Practice, Patient Safety, Pharmacology, Compounding

CERTIFICATIONS

- Certified Pharmacy Technician (CPhT) 📅 2024
- CPR and First Aid Certified 📅 2023

TECHNICAL SKILLS

- **Pharmacy Software:** Meditech, McKesson, QS/1
- **Regulatory Standards:** HIPAA, PDMP, FDA Guidelines
- **Customer Relationship Management:** Salesforce, Zendesk, Freshdesk
- **Medication Management:** Automated Dispensing Systems, Drug Interaction Checkers, Electronic Medical Records
- **Inventory Management Tools:** Parata systems, Kirby Lester, Rx30
- **Communication Tools:** Microsoft Teams, Slack, Zoom
- **Healthcare Regulations:** State Board of Pharmacy Regulations, VAWP Guidelines, OSHA Standards
- **Immunization Services:** Vaccination Processes, Documentation Standards, Patient Education Techniques
- **Safety Protocols:** Quality Assurance, Infection Control Policies, Emergency Preparedness Plans
- **Training and Development:** Onboarding New Staff, Continuing Education Programs, Skills Workshops

PROFESSIONAL AFFILIATIONS

- Member of the National Pharmacy Technician Association (NPTA)
- Active volunteer at local health fairs providing free health screenings and medication counseling.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST