



# Bianca Mueller

## Pharmacy Technician I

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### STRENGTHS

- Strong Attention to Detail**  
Consistently guarantees accuracy in medication preparation, which instills confidence among colleagues and patients alike.
- Empathetic Communication Skills**  
Fosters trusting relationships through active listening and considerate responses, enhancing patient satisfaction.
- Regulatory Compliance Focus**  
Ensures full compliance with industry regulations lasting numerous internal assessments causing substantial progress in quality assurance.
- Customer-Centric Approach**  
Effectively addresses queries and resolves issues swiftly, reinforcing positive experiences for patients visiting the pharmacy.
- Team Collaboration**  
Encourages teamwork by supporting peer initiatives, contributing collectively towards streamlined operations.

### SKILLS

Medication Preparation

Inventory Management

Customer Service

HIPAA Compliance

Team Collaboration

Attention to Detail

Safety Protocols | Record Keeping

Patient Care

Communication Efficiency

Operational Support

### SUMMARY

Enthusiastic Pharmacy Technician with practical experience in medication preparation and dispensing, focused on delivering optimal patient care. Committed to maintaining accurate records and adhering to health regulations while ensuring seamless pharmacy operations. Recognized for exceptional attention to detail, outstanding customer service skills, and teamwork capabilities within fast-paced healthcare environments. Eager to support pharmacists by enhancing patient safety and satisfaction through meticulous processes and effective communication.

### EXPERIENCE

#### Pharmacy Technician I

PharmaCare Solutions | January 2025 - Present | Columbia, SC

Currently serving as a Pharmacy Technician I, pivotal in supporting pharmacists with daily medication management at the highest operational standards. Key focus on patient interactions and error reduction strategies.

- Assist in accurately preparing medications for over 100 patients daily, ensuring adherence to compliance protocols.
- Maintain comprehensive records of medication inventory and patient data, critical for efficient pharmacy operations.
- Implement rigorous safety controls that have led to consistent zero medication errors during assessment periods.
- Deliver high-quality customer service, effectively addressing inquiries from patients and healthcare professionals with empathy.
- Prepare and label a wide range of medications promptly, significantly reducing wait times for patient pickups.
- Collaborate closely with team members to streamline operational workflows, leading to a boost in overall efficiency.

#### Pharmacy Technician

HealthFirst Pharmacy | June 2023 - December 2024 | Greenville, SC

As a Pharmacy Technician, contributed to aligning pharmacy practices with legal standards while building strong relationships with local healthcare networks.

- Supported pharmacists in medication preparation and safe dispensing, maintaining integrity across all transactions.
- Implemented organized inventory control methods, resulting in reduced stock outages and waste management efficiencies.
- Facilitated effective multidisciplinary communications with healthcare teams regarding patient medication therapies.
- Assisted in onboarding new staff, sharing best practices for medication administration and elevated customer service.
- Engaged in professional development workshops, upgrading knowledge about pharmaceutical advancements.
- Conducted routine cleanliness inspections, ensuring compliance with sanitary pharmacy standards.

#### Pharmacy Assistant

Carolina Pharmacy | January 2022 - May 2023 | Charleston, SC

Served as a Pharmacy Assistant, fostering excellent patient care through dedicated support in medication handling and customer relations.

- Provided assistance in medication preparation, contributing positively to delivering superior patient experiences.

Problem Solving

Time Management

Training Development

Regulatory Knowledge

- Maintained accurate documentation for inventory purposes, playing a central role in regulatory compliance efforts.
- Actively communicated with patients to address their medication inquiries under pharmacist oversight.
- Created organizational strategies reforming day-to-day operations, streamlining workflow efficacy.
- Ensured strict adherence to HIPAA regulations, maintaining confidentiality in every patient interaction.
- Worked alongside team members to improve product delivery techniques and enhance operational results.

## LANGUAGES

English Native

Spanish Proficient

## LEADERSHIP & AWARDS

- Dean's List, Technical College of South Carolina - 2025

## EDUCATION

### Associate of Applied Science in Pharmacy Technology

Technical College of South Carolina 🎓 GPA: 3.8 📅 2026 📍 Charleston, SC

**Coursework:** *Pharmacology, Pharmaceutical Mathematics, Drug Analysis, Patient Care Management*

## CERTIFICATIONS

- Certified Pharmacy Technician (CPhT) 📅 2026

## TECHNICAL SKILLS

- **Pharmaceutical Technologies:** Compounding, Dispensing Software, Medication Storage Protocols
- **Inventory Control Systems:** Pharmacy Inventory Management Software, Stock Auditing Tools, Automated Dispensing Units
- **Compliance Frameworks:** HIPAA Guidelines, State Pharmacy Regulations, Federal Pharmacy Standards
- **Customer Service Platforms:** POS Systems, Customer Relationship Management Software, Patient Feedback Tools
- **Safety Procedures:** Emergency Protocols, Hazardous Material Handling, Clinical Waste Disposal
- **Interprofessional Communication:** Collaboration Tools, Inconsistent Software, Team Huddles
- **Organizational Techniques:** Workflow Optimization Strategies, Digital Scheduling, Continuous Process Improvement
- **Continuing Education Resources:** Professional Development Workshops, Online Learning Platforms, Industry Research Publications
- **Quality Assurance Mechanisms:** Auditing Processes, Self-Monitoring Techniques, Compliance Audits
- **Community Engagement Initiatives:** Health Fairs, Local Health Outreach Programs, School Awareness Campaigns

## PROFESSIONAL AFFILIATIONS

- Member, Student Pharmacy Association - 2024
- Volunteer, Community Health Fair - 2023

## ADDITIONAL INFORMATION

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

## REFERENCES

AVAILABLE ON REQUEST

## MY CAREER



● Pharmacy Technician I at PharmaCare Solutions (1.5 Years)

● Pharmacy Technician at HealthFirst Pharmacy (1.5 Years)

● Pharmacy Assistant at Carolina Pharmacy (1.3 Years)