

Bianca Mueller

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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 January 2025 - Present
PharmaCare Solutions *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 June 2023 - December 2024
HealthFirst Pharmacy *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 January 2022 - May 2023
Carolina Pharmacy *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.
- 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.

LEADERSHIP & AWARDS

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

EDUCATION

Associate of Applied Science in Pharmacy Technology 2026
Technical College of South Carolina GPA: 3.8 *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

SKILLS

- Medication Preparation
- Inventory Management
- Customer Service
- HIPAA Compliance
- Team Collaboration
- Attention to Detail
- Safety Protocols
- Record Keeping
- Patient Care
- Communication Efficiency
- Operational Support
- Problem Solving
- Time Management
- Training Development
- Regulatory Knowledge

PROFESSIONAL AFFILIATIONS

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

LANGUAGES

- English (Native)
- Spanish (Proficient)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST