

# Luciana Payne

## Pharmacy Technician III

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### STRENGTHS

- ♥ **Customer-Centric Approach**  
Demonstrates strong commitment to customer satisfaction, leading to repeat business and loyalty.
- ⚙️ **Process Improvement Mindset**  
Implemented inventory tracking methods that significantly reduced errors, earning trust from managers.
- 👥 **Team Player Mentality**  
Active participant in team meetings fosters collaboration among staff, driving shared goals.
- 💬 **Effective Communicator**  
Skilled at managing complex conversations with empathy which promotes understanding with clients.
- 🛡️ **Regulatory Knowledge**  
Understands regulatory compliance deeply, essential for maintaining pharmacy operations' integrity.

### SKILLS

Customer Service   Data Entry

Inventory Management

Team Collaboration

Regulatory Compliance

Time Management

Prescription Preparation

Communication Skills

Problem Solving

Software Applications

Positive Attitude

Attention to Detail   Multi-Tasking

Clerical Support

### SUMMARY

Dedicated pharmacy technician with more than six years of experience excelled in delivering exceptional customer service. Contributed to pharmacists' efforts by preparing prescriptions, conducting timely data entry, and ensuring compliance with various regulations. Automated inventory processes improved efficiency and increased accuracy across records management. Reputation as a diligent team player earned respect among colleagues, ensuring a collaborative environment where all voices are valued. Committed to maintaining high standards of professionalism and integrity; consistently sought new opportunities for professional growth and expanded knowledge in pharmaceuticals.

### EXPERIENCE

#### Pharmacy Technician

PharmaCare 📅 June 2021 - Present 📍 Cambridge, MA

Serves as a key pharmacy technician within a busy pharmacy environment, working hand-in-hand with pharmacists to ensure all tasks related to medication dispensing are completed efficiently and accurately.

- Provided exceptional customer service, addressing any issues quickly and effectively.
- Supported pharmacists in the preparation and confirmation of prescription medications through careful data entry and labeling for patient safety.
- Ensured timely notifications to customers regarding prescription fulfillment, enhancing their overall experience.
- Maintained confidentiality concerning sensitive information according to state and federal laws.
- Managed pharmacy inventory with precision, facilitating effective ordering and returning process.
- Coordinated third-party audits and enhancements of existing health protocols to improve compliance.

#### Pharmacy Technician

MediHealth 📅 March 2018 - May 2021 📍 Somerville, MA

Acted as a vital member of the pharmacy team focused on prescription accuracy while fostering positive interactions with customers to build loyalty.

- Assisted in fast-paced prescription fulfillment, ensuring adherence to both legal and company policies.
- Provided valuable recommendations regarding over-the-counter products, resulting in heightened customer satisfaction.
- Contributed to regular inventory audits and established systems for better tracking of pharmacy goods.
- Trained and mentored new staff on daily operational procedures and outstanding customer service techniques.
- Effectively resolved customer inquiries with keen communication skills to maintain seamless pharmacy operations.
- Sustained clean, safe, and organized pharmacy environments that meet industry standards.

#### Pharmacy Assistant

CareWell Pharmacy 📅 January 2016 - February 2018 📍 Quincy, MA

Supported pharmacy operations, primarily assisting licensed pharmacists by managing clerical work and providing customer support during peak hours.

- Helped facilitate medication distribution with accurate preparation and administration of prescriptions.
- Executed crucial clerical duties, mastering data entry and upkeep of comprehensive patient records.
- Worked alongside pharmacy staff to ensure steady inventory control and promoted continuous stock availability.

## Pharmaceutical Knowledge

### Safety Standards

## LANGUAGES

English Native

Spanish Proficient

## MY CAREER



- Pharmacy Technician at PharmaCare (5.1 Years)
- Pharmacy Technician at MediHealth (3.2 Years)
- Pharmacy Assistant at CareWell Pharmacy (2.1 Years)

- Addressed customer inquiries about orders or services, cultivating a straightforward communication flow.
- Collaboratively engaged with the pharmacy team to enhance overall efficiency and operation fluidity.
- Pioneered compliance initiatives focusing on health and safety regulations for optimal service quality.

## LEADERSHIP & AWARDS

- Certified Pharmacy Technician Award (2025)
- Employee of the Month, PharmaCare (August 2022)

## EDUCATION

### Associate Degree in Health Sciences

Boston Community College 🎓 GPA: 3.8 📅 2026 📍 Boston, MA

*Coursework: Pharmacology, Human Anatomy, Medical Terminology, Patient Care*

## CERTIFICATIONS

- National Pharmacy Technician Certification (PTCB) 📅 2022
- Immunization Certification 📅 2023

## TECHNICAL SKILLS

- **Pharmacy Management Systems:** Rx20, PioneerRx, QS/1
- **Inventory Control Tools:** McKesson, Wholesaler Management, Stock Tracking Software
- **Communication Platforms:** Shared Portals, CRM Tools, Team Messaging Applications
- **Regulatory Compliance Guidelines:** HIPAA, FDA Regulations, State Pharmacy Laws
- **Point-of-Sale Systems:** Cash Register Software, Prescription Billing Systems, Credit Card Processing
- **Pharmaceutical Equipment:** Pill Counters, Labeling Machines, Pill Organizers
- **Staff Training Programs:** Onboarding Modules, Continuous Education Platforms, Safety Briefings
- **Quality Assurance Processes:** Medication Checking Procedures, Auditing Parameters, Error Resolution Strategies
- **Data Security Frameworks:** Access Protocols, Encryption Standards, Confidentiality Measures
- **Clinical Collaboration Platforms:** Telehealth Solutions, EHR Integration, Collaborative Patient Care Tools

## PROFESSIONAL AFFILIATIONS

- National Pharmacy Technician Association Member
- Local Health Community Volunteer

## ADDITIONAL INFORMATION

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

## REFERENCES

AVAILABLE ON REQUEST