



# Ava Velasquez

## Pharmacy Technician III

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### STRENGTHS

- ♥️ **Patient-Centric Service**  
Established effective communication with patients, actively listening to their needs and providing tailored support.
- 🛡️ **Regulatory Knowledge**  
Gained executive confidence by consistently meeting or surpassing compliance benchmarks in every role.
- 👥 **Team Collaboration**  
Developed strong partnerships among pharmacy team members, becoming a trusted go-to resource for colleagues.
- 🔄 **Process Improvement**  
Streamlined workflows within the pharmacy, resulting in smoother operations and improved responsiveness to patient requests.
- 🎓 **Training and Development**  
Took initiative in mentoring new pharmacy staff, enhancing competencies and team performance through hands-on training.

### SKILLS

- Medication Dispensing
- Patient Interaction
- Regulatory Compliance
- Inventory Management
- Sterile Compounding
- Customer Service
- Problem Resolution
- Compounding Techniques
- Record Keeping
- Team Collaboration
- Time Management

### SUMMARY

Dedicated Pharmacy Technician with over 5 years of experience in medication dispensing, patient care, and regulatory compliance across various healthcare settings. Proven capability in ensuring adherence to pharmaceutical regulations while prioritizing patient satisfaction. Experienced in sterile compounding and medication management, holding certifications from recognized pharmacy boards. Committed to continuous professional development along with effective teamwork and communication. Enthusiastic about contributing expertise at HealthFirst Pharmacy, emphasizing quality service delivery and operational efficiency in a rapidly changing environment.

### EXPERIENCE

#### Pharmacy Technician

HealthPlus Pharmacy 📅 March 2024 - Present 📍 Montgomery, AL

Support pharmacists in efficiently dispensing medications while maintaining high safety standards. Actively adapt pharmacy operations to comply with local laws and enhance patient interactions, improving overall healthcare service quality.

- Collaborated with pharmacists to dispense medications accurately and efficiently, implementing digital tracking systems for workflow optimization.
- Managed inventory levels and ensured proper storage techniques, reducing stock discrepancies significantly through diligent record-keeping.
- Assisted in training new pharmacy staff on compliance and operational procedures, fostering an informed team environment.
- Engaged positively with patients addressing inquiries and resolving concerns that contributed directly to increased customer satisfaction scores.
- Participated in ongoing education programs to remain updated on best practices and regulatory requirements, enhancing service quality delivery.
- Ensured strict compliance with all relevant regulations during dispensing processes, particularly focusing on infection control standards.

#### Pharmacy Technician

Caring Hands Pharmacy 📅 January 2021 - February 2024 📍 Birmingham, AL

Supported operation excellence in medication preparation and customer-centric workflows within a busy community pharmacy.

- Handled over 100 prescriptions daily, facilitating seamless processes under pharmacist supervision while maintaining rigorous attention to detail.
- Conducted supportive patient consultations concerning medication usage, fostering positive rapport that helped build trust in services provided.
- Maintained comprehensive records of transactions and product incidents, upholding accountability to established pharmacy policies.
- Assisted in inventory management and ordering, streamlining processes which led to enhanced organizational effectiveness within the pharmacy.
- Actively engaged in performance improvement initiatives by representing pharmacy interests in committees, aligning with best practice goals.
- Developed educational materials for patients regarding their medication regimens, boosting understanding and compliance.

### LEADERSHIP & AWARDS

- Recognized by HealthPlus Pharmacy for Excellence in Customer Care in August 2025.
- Received Caring Hands Pharmacy Team Award for Outstanding Performance in October 2023.

### EDUCATION

High School Diploma 1/2

Education Materials Development

Healthcare Administration

Safety Protocols

Quality Assurance

## LANGUAGES

English Native

Spanish Proficient

## MY CAREER



● Pharmacy Technician at HealthPlus Pharmacy (2.3 Years)

● Pharmacy Technician at Caring Hands Pharmacy (3.1 Years)

Montgomery High School 🎓 GPA: 3.8 📅 2021 📍 Montgomery, AL

**Coursework:** General Education, Biology, Chemistry, Health Sciences

## CERTIFICATIONS

- PHRMTECH-R - Registered Pharmacy Technician 📅 2023
- Pharmacy Technician Certification 📅 2022

## TECHNICAL SKILLS

- **Inventory Management Systems:** Rx30, McKesson, QS/1
- **Communication Tools:** Microsoft Teams, Zoom, Slack
- **Data Analysis Tools:** Excel, SPSS, Tableau
- **Pharmacy Technology:** PioneerRX, ScriptPro, VerityHealth
- **Compounding Equipment:** Laminar Flow Hoods, Mortar and Pestle, NABERS Standards
- **Professional Certifications:** CPR Certification, Immunization Certification
- **Patient Management Software:** PharmacyOptimizer, MyMedSchedule, Medisafe
- **Compliance Frameworks:** HIPAA, OSHA, FDA Regulations
- **Quality Control Methods:** Lean Six Sigma, Root Cause Analysis, FMEA
- **Continuing Education Resources:** CE Broker, Medscape, Pharmacy Times

## PROFESSIONAL AFFILIATIONS

- Active member of the Alabama Society of Health System Pharmacists, enhancing connections with peers.
- Volunteer with the Local Healthcare Initiative, providing health screenings and education within the community.

## ADDITIONAL INFORMATION

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

## REFERENCES

AVAILABLE ON REQUEST