

# Olivia Valencia

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## SUMMARY

Dedicated Pharmacy Technician with over four years of experience in pharmacy operations. Capable of accurately processing prescriptions while supporting pharmacists with safe dispensing practices. Collaborates effectively with healthcare providers and insurance companies to address medication issues. Experienced in managing patient adherence and scheduling deliveries. Skilled at maintaining accurate documentation and patient records. Thrives in fast-paced environments driven by strong attention to detail and compliance standards. Looking forward to contributing to a collaborative team that enhances patient care and operational efficiency in specialty pharmacy.

## EXPERIENCE

**Pharmacy Technician** June 2022 - Present  
Wellness Pharmacy Chicago, IL

Supports pharmacy operations through expertise in training and mentoring new technicians, ensuring high standards are met in patient care and pharmacy practices. Works closely with pharmacists to foster effective communication within the healthcare system.

- Processed and entered prescriptions into the management systems with accuracy and compliance.
- Coordinated with healthcare providers and insurance professionals to resolve medication-related issues swiftly.
- Supported pharmacists with medication dispensing, ensuring adherence to safety protocols.
- Managed medication delivery schedules and patient follow-up actions to promote adherence.
- Conducted regular audits on patient records, enhancing operational efficiency.
- Facilitated training sessions for new pharmacy staff, promoting a hospitable work environment.

**Pharmacy Technician** March 2020 - May 2022  
Health First Pharmacy Chicago, IL

Played a pivotal role in patient education and support; ensured efficient prescription filling while promoting understanding of medication use amongst patients. Strengthened interdepartmental workflows for enhanced efficiency.

- Assisted in filling prescription orders quickly and precisely.
- Verified insurance claims to streamline financial operations within the pharmacy.
- Collaborated across teams to maintain organized and efficient pharmacy workflow.
- Participated actively in patient education initiatives to improve health literacy.
- Managed inventory levels closely, assisting in ordering necessary pharmaceuticals.
- Contributed to quality assurance measures focusing on customer service enhancement.

**Pharmacy Technician** July 2018 - February 2020  
Sunnydale Pharmacy Naperville, IL

Enhanced basic pharmacy services through regular compliance checks and customer interactions. Actively contributed ideas during team meetings aimed at optimizing operations and improving services.

- Provided quality customer service by addressing patient inquiries regarding prescriptions.
- Ensured compliance with industry regulations, upholding pharmacy best practices.
- Accurately processed medication orders amid busy rush periods, meeting deadlines efficiently.
- Assisted in implementing inventory management software, leading to better stock tracking.
- Engaged in continuous learning to stay informed about current pharmaceutical trends.
- Proposed viable solutions in team meetings to address common operational challenges.

## LEADERSHIP & AWARDS

- Dean's List, City College of Chicago (2024)
- Outstanding Student Award in Pharmacy Technology (2025)

## EDUCATION

**Associate of Applied Science in Pharmacy Technology** 2026  
City College of Chicago GPA: 3.9 Chicago, IL

**Coursework:** Pharmacy Regulations, Patient Care Practices, Pharmacy Management Systems, Insurance Processes

## CERTIFICATIONS

- Illinois Certified Pharmacy Technician License 📅 2022

- Advanced Medication Administration Certification 📅 2025

## TECHNICAL SKILLS

- **Pharmacy Management Systems:** Rx30, McKesson, PDX
- **Office Software:** Microsoft Word, Microsoft Excel, Google Workspace
- **Communication Platforms:** HIPAA Compliance Tools, Zoom, Teams
- **Insurance Claims Systems:** Clearinghouse Technologies, Availity, X12 Electronic Data interchange
- **Inventory Management:** QuickBooks, Shopventory, eSmart
- **Quality Assurance Methods:** Six Sigma, PDCA Cycle, Root Cause Analysis
- **Documentation Standards:** NABP, NCPDP, OSHA Compliance
- **Research Protocols:** Clinical Trials, Evidence-Based Practice, APHA Guidelines
- **Team Collaboration Tools:** Slack, Trello, Asana
- **Patient Education Resources:** FDA Publications, Educational Flyers, Medication Guides

## SKILLS

- Prescription Processing
- Patient Care
- Insurance Verification
- Pharmacy Management Software
- Team Collaboration
- Attention to Detail
- Medication Delivery Scheduling
- Regulatory Compliance
- Patient Record Maintenance
- Technical Problem Solving
- Client Communication
- Pharmaceutical Counseling
- Quality Assurance Monitoring
- Data Entry Accuracy
- Organizational Skills

## PROFESSIONAL AFFILIATIONS

- Member, Illinois Pharmacists Association
- Volunteer, Community Health Initiatives

## LANGUAGES

- English (Native)
- Spanish (Proficient)

## ADDITIONAL INFORMATION

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

## REFERENCES

AVAILABLE ON REQUEST