

Amal Ross

Staff Pharmacist

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STRENGTHS

-  **Patient-Centric Focus**
Foster positive relationships with patients, ensuring they feel supported and understood during their visit. Oversaw tailored consultations.
-  **Collaborative Mindset**
Encouraged teamwork that resulted in increased efficiency within the pharmacy. Coached peers, sharing tips and insights on workflow improvements.
-  **Regulatory Compliance Advocate**
Guided associates diligently through protocols, enhancing knowledge on regulatory policies while fostering a culture of accountability.
-  **Innovative Problem Solver**
Identified gaps in patient care processes and proposed actionable solutions, leading to smoother daily pharmacy operations.
-  **Commitment to Safety**
Maintained strict oversight of operating procedures to prioritize patient safety, substantially contributing to the pharmacy's successful compliance rates.

SKILLS

- Pharmaceutical Care
- Patient Counseling
- Compliance Management
- Immunization Administration
- Inventory Control
- Medication Therapy Management
- Healthcare Regulations
- Quality Assurance
- Patient Safety Protocols

SUMMARY

Passionate and detail-oriented Staff Pharmacist committed to delivering exceptional pharmaceutical care. Proven expertise in accurately processing prescriptions and providing patient counseling, ensuring compliance with healthcare regulations at all times. Successfully implemented Best Practices improvement action plans that enhance patient interactions and streamlined pharmacy workflows. Strong communication skills foster collaborative relationships with healthcare professionals to achieve optimal patient outcomes. Emphasis on ethical practices guides each decision while developing meaningful connections with customers. Continuous learner driven by a desire to elevate patient safety standards within the pharmacy setting.

EXPERIENCE

Staff Pharmacist

HealthPlus Pharmacy  June 2023 - Present  Naperville, IL

- Oversee day-to-day pharmacy operations while ensuring comprehensive patient care throughout every interaction. Engage with patients and collaborate closely with healthcare providers to facilitate optimal medication management processes.
- Accurately dispense medications and provide detailed advice on proper usage to enhance patient understanding.
 - Ensure thorough compliance with state and federal pharmacy regulations through diligent record-keeping and safety protocol adherence.
 - Administer vaccines and improve health services by implementing screening initiatives for better patient outreach.
 - Collaborate with medical professionals to streamline medication therapy management and resolve complex drug-related issues.
 - Mentor pharmacy technicians focusing on operational protocols and maintaining high customer service standards to cultivate teamwork.
 - Conduct thorough evaluations of patient medication histories, identifying potential interactions and recommending effective alternatives.

Pharmacy Intern

MediCare Pharmacy  January 2022 - May 2023  Aurora, IL

- Supported pharmacists in various tasks including prescription processing and patient care initiatives. Gained valuable insights into pharmacy operations and enhanced patient interaction experiences.
- Assisted in managing prescriptions and engaged in effective patient consultations about healthcare items.
 - Maintained inventory control, ensuring ready access to pharmaceutical supplies through systematic organization.
 - Participated in immunization training, acquiring hands-on experience in safely administering vaccinations.
 - Conducted patient consultations under supervision to address inquiries regarding medications and health concerns.
 - Aided in compliance reviews by organizing documentation and reports related to pharmacy standards and practices.
 - Supported extensive community health initiatives by promoting wellness and preventive care strategies through diverse programs.

LEADERSHIP & AWARDS

- Dean's List, University of Illinois, 2024-2026
- Outstanding Student in Pharmacy Practice Award, 2025

Communication Skills

Problem-Solving Techniques

Team Collaboration

Patient Education

Documentation Standards

Stakeholder Engagement

Clinical Knowledge

LANGUAGES

English Native

Spanish Intermediate

MY CAREER

4.4
YEARS

Staff Pharmacist at
HealthPlus Pharmacy (3.1
Years)

Pharmacy Intern at
MediCare Pharmacy (1.3 Years)

EDUCATION

Bachelor of Pharmacy

University of Illinois 🎓 GPA: 3.8 📅 2026 📍 Champaign, IL

Coursework: Pharmaceutical Sciences, Medication Management, Patient Care Services, Ethics in Pharmacy

CERTIFICATIONS

- Licensed Pharmacist, State of Illinois 📅 2023
- ACPE Accredited Immunization Training 📅 2023

TECHNICAL SKILLS

- Pharmacy Management Systems:** Rx30, PioneerRx, QS/1
- Immunization Tools:** MedImmune, Fluzone, California Immunization Registry
- Compliance Software:** QDRO, MedWatch, FDA eSubmitter
- Standard Operating Procedures:** SOP Templates, Audit Guides, Protocol Checklists
- Dispensing Equipment:** Baker Remixing System, RobotRX, Pouch Packaging Systems
- Patient Education Resources:** CDC Guidelines, UpToDate, MedlinePlus
- Documentation Systems:** EMR Solutions, PharmacyNet, MedPro
- Health Records Management:** HIPAA Compliance Systems, EHR Platforms, Data Security Measures
- Assessment Tools:** Clinical Validations, Drug Interaction Checkers, Clinical Outcomes Assessments
- Communication Platforms:** Microsoft Teams, Zoom, Slack

PROFESSIONAL AFFILIATIONS

- Member, Student Pharmacists Association, 2022-Present
- Volunteer, Health Fair Initiative, 2023

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST