

# Michael Johnson

## Telepharmacy Technician

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### STRENGTHS

- Patient-Centric Communication**  
Effectively addresses patient inquiries, reinforcing trust and understanding during transactions.
- Inventory Management**  
Streamlined medication replenishment processes, fostering accuracy and efficiency within inventory handling.
- Compliance Adherence**  
Consistently upholds pharmacy regulations, ensuring patient safety through detail-oriented operations.
- Adaptable Team Player**  
Actively supports colleagues in diverse responsibilities, creating a positive workplace culture conducive to collaboration.
- Empathetic Customer Service**  
Committed to delivering compassionate support, resulting in increased patient loyalty and willingness to return.

### SKILLS

Pharmacy Operations

Prescription Fulfillment

Patient Care   Customer Service

Inventory Management

Medication Safety

Communication Skills

Regulatory Compliance

Health Services Information

Team Collaboration

Problem Solving

Organizational Skills

Time Management

Attention to Detail   Data Entry

### SUMMARY

Compassionate Telepharmacy Technician with over four years of experience ensuring seamless pharmacy operations. Experienced in managing prescription fulfillment, maintaining compliance with safety protocols, and enhancing patient satisfaction through excellent service. Recognized for proactive communication skills and a dedication to patient care. Successfully collaborates with pharmacy teams to optimize workflows while championing patient needs. Committed to continuous learning and improving patient services by providing accurate health information and support. Passionate about delivering the highest standard of care in remote pharmacy settings.

### EXPERIENCE

#### Telepharmacy Technician

HealthWise Pharmacy | June 2023 - Present | Chicago, IL

Responsible for overseeing daily pharmacy operations supporting remote pharmacists, ensuring regulatory compliance throughout all processes. Skillfully manage inventory, facilitate prescription fulfillment, and deliver exemplary service to our clientele. Engage actively with patients, addressing inquiries with warmth and precision while promoting health services.

- Ensure adherence to Standard Operating Procedures for safe operation of pharmacy products.
- Collaborate with the team to streamline workflows, boosting patient satisfaction through efficient service.
- Communicate effectively with patients and staff regarding prescriptions and health-related inquiries.
- Monitor all aspects of medication management and inventory protocols while maintaining unwavering focus on patient safety.

#### Pharmacy Technician

RxCare Pharmacy | May 2021 - May 2023 | Lake Forest, IL

Oversaw essential support functions in day-to-day pharmacy operations, closely working alongside pharmacists. Led efforts to maintain accurate inventory levels and curate supportive health information for customers, greatly enhancing their experiences.

- Administered accurate medication dispensing as per law and clinic protocol.
- Engaged patients proactively to inform them of prescription details and potential concerns.
- Coordinated stock management including medication stocking and calibrating cycle counts.
- Executed pharmacy safety procedures as part of inventory tasks to uphold drug safety standards.

#### Pharmacy Intern

City Pharmacy | June 2020 - April 2021 | Evanston, IL

Assisted pharmacist staff in executing daily activities relevant to consumer care and safety. Gained hands-on experience concerning collection and processing operational duties within a fast-paced pharmacy environment.

- Participated actively in filling prescriptions and managing cashier tasks.
- Supported customer needs through frontline assistance, improving overall shopping experience.
- Maintained cleanliness and organization in the pharmacy, creating a welcoming atmosphere.
- Applied thoughtful attention ensuring compliance standards were met consistently in operations.

### LEADERSHIP & AWARDS

- HealthWise Pharmacy Employee of the Month - January 2024
- Recognition for Outstanding Customer Service - RxCare Pharmacy - September 2022

### EDUCATION

#### Associate of Applied Science in Pharmacy Technology

Chicago Community College | GPA: 3.8 | 2020 | Chicago, IL

## LANGUAGES

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English Native

Spanish Intermediate

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## MY CAREER

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● Telepharmacy Technician at HealthWise Pharmacy (3 Years)

● Pharmacy Technician at RxCare Pharmacy (2 Years)

● Pharmacy Intern at City Pharmacy (10 Months)

**Coursework:** Pharmacy Regulations, Prescription Management, Patient Care, Inventory Control

## CERTIFICATIONS

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- PTCB Certification 📅 2023
- State Pharmacy Technician License, Illinois 📅 2023

## TECHNICAL SKILLS

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- **Pharmacy Management Systems:** PioneerRX, QS1, McKesson
- **Communication Tools:** Slack, Microsoft Teams, Zoom
- **Office Software:** Microsoft Word, Excel, PowerPoint
- **Customer Relationship Management:** Salesforce, HubSpot, Zoho
- **Inventory Systems:** QS/1, Cardinal Health, Omnicare
- **Compliance Tracking Tools:** Hydra, Pharmacom, Surescripts
- **Healthcare IT Systems:** Epic, Cerner, Allscripts
- **Pharmacy Automation Systems:** Parata, ScriptPro, Talyst
- **Payment Processing Systems:** PayPal, Square, Clover
- **Training Platforms:** HealthStream, MedTrainer, Relias

## PROFESSIONAL AFFILIATIONS

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- National Pharmacy Technician Association Member since 2020
- Volunteer at local community health fairs emphasizing medication education.

## ADDITIONAL INFORMATION

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

## REFERENCES

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AVAILABLE ON REQUEST