

# Michael Johnson

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## 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

June 2023 - Present

HealthWise Pharmacy

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

May 2021 - May 2023

RxCare Pharmacy

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

June 2020 - April 2021

City Pharmacy

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

2020

Chicago Community College GPA: 3.8

Chicago, IL

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

## CERTIFICATIONS

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

## TECHNICAL SKILLS

- **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

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## 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

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## PROFESSIONAL AFFILIATIONS

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

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## LANGUAGES

- English (Native)
- Spanish (Intermediate)

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## ADDITIONAL INFORMATION

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

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## REFERENCES

AVAILABLE ON REQUEST