**Pharmacy Technician Resume Sample**

123 Your Address, City, State, Zip Code (xxx)-xxx-xxxx, your@email.com

Certified Pharmacy Technician with 5+ years of experience filling prescriptions, processing insurance claims, and maintaining customer relations in high-traffic pharmacies. Seeking to use long track record of excellent customer service, as well as advanced pharmaceutical knowledge and training to fulfill the role at your pharmacy. Possess Sterile Products (IV) certification and Massachusetts pharmacy technician license.

# Professional Experience

## Walgreens drug store, Plymouth, MA – Oct 2015 – Present

Lead Pharmacy Technician

* Supervise daily duties of 5 junior pharmacy technicians, including restocking and filling prescriptions, operating the cash register, and interacting with customers, ensuring efficient day-to-day business of store
* Coached staff in customer best service practices, improving customer experience, and increasing customer retention rate by 18%
* Measure, mix, and add nutrients and drugs to IV solutions, preparing an average of 11 IV packs per day, and request restocking of intravenous supplies when necessary.
* Implemented practice of utilizing pharmacy management software to perform online prescription refills, increasing monthly profits by 8%
* Mastered the intricacies of various medical insurance billing practices, reducing insurance billing issues by 34%

## CVS Pharmacy, Attleboro, MA – June 2012 – Oct 2015

Pharmacy Technician

* Assisted with inventory management, including verification of quantities, storage, removal of outdated medications, and restocking pharmaceuticals in short supply to prevent being out of stock
* Developed efficient method for calculating prescription dosages, increasing the speed of dispensing an average of 350 daily prescriptions by 28%
* Identified 30+ repeating customers and their prescriptions in order to refill and label their medications in advance, speeding up transactions by 80% and increasing customer satisfaction and loyalty
* Operated and balanced cash register with an average daily cash flow of $16,000

# Licenses & Certifications

## Massachusetts Pharmacy Technician License —Expires July 2018

## PTCB Pharmacy Technician Certification (CPhT), August 2016

## Sterile Products (IV) Certification, NPTA Training Institute, October 2016

# Education

## Bishop Feehan High School, Attleboro, MA

* GPA: 3.5, June 2012

# Additional Skills

* Proficient in MS Word
* VIP Pharmacy Management System
* Familiarity with The Orange Book