

JOHN APPLESEED

HIGHER EDUCATION PROFESSIONAL

CONTACT



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EDUCATION

The College of New Jersey, 2017
Bachelor Degree | Marketing

SKILLS

Microsoft Office Suite
Data Management
HIPAA Trained
Medicare/Medicaid
Problem Solving
Team Leadership



Goal Driven



Analytical



Conceptual



Efficient



Collaborative



Communicative



PROFILE

- /// Several years of pharmaceutical experience backed by a Bachelor Degree in Marketing
- /// Dynamic communication, consultation and interpersonal relation skills instrumental to productively interfacing with, reaching and influencing key decision makers; able to productively interact with medical/healthcare industry professionals
- /// Talent for identifying and capitalizing on client needs, delivering customized solutions and ensuring world-class customer service
- /// Well-versed in broad range of pharmaceuticals, Federal/controlled substances regulations, compounding procedures, and terminology along with prescription drug uses, side effects, dosages, and contraindications
- /// Sharp business acumen, with solid background spanning business development, sales, service, marketing, and promotion to human resources, inventory, procurement, and financial
- /// Effectively prioritize, plan, coordinate, and manage projects/work flow to maximize productivity, efficiency and use of time and resources in achieving aggressive goals



PROFESSIONAL EXPERIENCE

CVS PHARMACY | 2014-PRESENT

Lead Certified Pharmacy Technician | 2016-PRESENT

- /// Progressed with company to steer broad-scope pharmacy operations spanning sales and service to compliance and human resources
- /// Drive business growth by contacting 20-30 customers daily to promote and sell prescription refill services; expand revenue channels by marketing shot/vaccine appointments along with promoting delivery and benefits membership program enrollments
- /// Effectively communicate with prescribers to verify prescriptions, advise on conflicts in medications/health issues, recommend alternatives, and secure refills
- /// Coordinate and manage team of 12 technicians, with accountability for productivity, efficiency, quality, and service levels of 5 technicians per shift; strategically schedule staff to maximize use of resources in meeting customer needs as well as evaluate and advise on employee performance
- /// Productively consult with insurance companies on billing issues and rejections; verify customer coverage
- /// Efficiently process prescriptions, from data entry, counting and packaging to sales transactions; manage 300 prescriptions daily

Shift Manager | 2014-2016

- /// Launched career managing shift operations of busy store, with accountability for leading team of 3 staff in broad-scope sales, service and floor operations
- /// Promptly addressed customer inquiries and resolved issues to ensure high satisfaction
- /// Strategically stocked shelves, ordered inventory and merchandised product based on real-time and projected sales trends
- /// Efficiently handled accounting functions including payroll, register counts and deposits