

# Amber Morgan

## Mail Order Pharmacy Technician

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Detail-oriented pharmacy technician with three years' experience in a high-volume mail-order pharmacy. Expert in prescription fulfillment, robotic dispensing, insurance claims processing, and patient communication via phone and email.

### Key Skills

- Robotic dispensing systems
- Insurance claims adjudication
- High-volume prescription processing
- Phone-based patient support
- Inventory reconciliation

### Professional Experience

Mail Order Pharmacy Technician | PillDirect Rx, Remote | April 2021 – Present

- Process an average of 150+ mail-order prescriptions daily with 99.7% accuracy
- Coordinate insurance adjudication, reducing claim rejections by 40%
- Manage robotic dispensing equipment and troubleshoot jams, maintaining 98% uptime

Pharmacy Technician | ExpressScripts, Remote | July 2019 – March 2021

- Filled 100+ prescriptions per shift using automated dispensing systems
- Contacted prescribers to clarify orders, decreasing turnaround time by 25%
- Documented and resolved patient inquiries, boosting satisfaction scores by 15%

### Education

Associate of Science in Pharmacy Technology, May 2019 | City Community College, City, ST

### Certifications

- Certified Pharmacy Technician (CPhT), PTCB, May 2019