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Mia Brown

Pharmacy Assistant Manager

CONTACT INFORMATION

 (555) 000-0000

 email@example.com

 Boston, MA

EDUCATION

- Associate Degree in Pharmacy Technology
Boston Community College I
Boston, MA
May 2014

KEY SKILLS

- Prescription compliance and regulatory adherence
- Staff scheduling, training, and supervision
- Inventory auditing and stock accuracy
- Customer service excellence and care protocols
- Sales reporting and performance monitoring
- Pharmacy operations and workflow management
- Health and safety compliance procedures
- Controlled substance handling and documentation
- Patient confidentiality and HIPAA compliance

ABOUT ME

Organized pharmacy assistant manager with 10+ years of experience in pharmaceutical retail operations, specializing in prescription compliance, staff development, and customer care. Maintained 100% compliance across annual pharmacy audits, increased customer satisfaction scores by 20%, and reduced inventory discrepancies by 15% at HealthFirst Pharmacy. Expert at balancing regulatory adherence with service excellence in a highly regulated healthcare retail environment.

PROFESSIONAL EXPERIENCE

Assistant Manager | HealthFirst Pharmacy | Boston, MA

April 2017 – Present

- Ensured 100% compliance with state and federal pharmacy regulations across 5 consecutive annual audits, maintaining zero corrective actions and zero regulatory violations throughout tenure
- Trained all pharmacy staff on customer care protocols, HIPAA requirements, and prescription accuracy standards, increasing customer satisfaction scores by 20% on post-visit surveys
- Reduced inventory discrepancies by 15% by implementing monthly controlled and non-controlled substance audits and improving documentation procedures for all incoming and outgoing stock
- Managed daily pharmacy operations for a team of 12 including scheduling, performance reviews, and regulatory compliance monitoring across a 6-day-per-week operating schedule
- Coordinated with insurance providers and pharmaceutical distributors to resolve 30+ coverage and billing disputes per month, achieving resolution within 48 hours in 90% of cases
- Developed a staff cross-training program covering OTC product knowledge, customer consultation, and prescription intake procedures, reducing single-point-of-failure risks during key staff absences

Pharmacy Technician | CareWell Pharmacy | Cambridge, MA

June 2014 – March 2017

- Assisted pharmacists with daily prescription processing operations, implementing workflow improvements that increased prescription processing efficiency by 10% over 12 months
- Maintained accurate inventory records for 400+ pharmaceutical products including controlled substances, minimizing stock shortages and supporting compliance with DEA documentation requirements
- Provided customer consultation support for 30+ OTC product inquiries daily, directing complex questions to the pharmacist and ensuring all customers received accurate, timely guidance
- Assisted in training 2 new pharmacy technicians on dispensing procedures, inventory management, and HIPAA compliance, reducing onboarding time by 1 week per new hire