






Daniel Jackson

Pharmacy Technician

Lead pharmacy technician with 12 years in hospital operations and 340B program management. Built tech training programs, managed scheduling for 28-person teams, and partnered with pharmacy leadership on annual budgets above \$4.2M in drug spend.

CONTACT INFORMATION

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EDUCATION

- Associate of Applied Science, Pharmacy Technology, Central New Mexico Community College, 2012
- PTCB Certified Pharmacy Technician (CPhT), active since 2012
- Apexus 340B Operations Certificate, 2020
- PTCB Medication History Certificate, 2022

KEY SKILLS

- 340B program management (Macro Helix, Sentry)
- Team scheduling and payroll (Kronos)
- HRSA audit preparation
- USP <797> and <800> oversight
- Drug shortage management
- Controlled substance compliance
- Epic Willow and Cerner
- Budget planning and capital purchases
- Preceptor and trainer
- Tech-check-tech

PROFESSIONAL EXPERIENCE

Lead Pharmacy Technician, 340B and Operations | Mesa Verde Health System, Albuquerque, NM
2019 - Present

- Manage scheduling, payroll, and competencies for a team of 28 technicians across central pharmacy, IV room, and outpatient clinics
- Run the 340B compliance program covering 6 contract pharmacies, recovering an audit finding rate under 1.5% on the last two HRSA mock audits
- Captured \$612,000 in additional 340B savings in FY23 by rebuilding the split-billing rules in Macro Helix
- Lead biweekly tech huddles, near-miss debriefs, and quarterly competency check-offs on USP <800> hazardous drug handling
- Partner with the Director of Pharmacy on capital purchases including a new ScriptPro robot and 2 Omnicell XT cabinets

Senior Pharmacy Technician | Sandia Mountain Hospital, Rio Rancho, NM
2015 - 2019

- Charge tech for the IV room, supervised 4-6 technicians per shift across chemo, TPN, and standard CSP queues
- Built the onboarding curriculum still used today, cutting time-to-independent-compounding from 9 weeks to 6
- Owned the controlled substance vault reconciliation, kept variances at zero across 14 consecutive monthly audits
- Represented pharmacy on the hospital's medication safety committee and closed out 11 RCA action items
- Coordinated drug shortage substitutions with clinical pharmacists, kept critical-care formulary 100% in-stock during the 2018 norepinephrine shortage

Pharmacy Technician | Desert Plains Medical Group, Las Cruces, NM
2012 - 2015

- Filled 300+ outpatient prescriptions per shift across a 4-clinic ambulatory pharmacy network
- Trained as a tech-check-tech under New Mexico board pilot, reducing pharmacist verification time on refills by 22 minutes per hour
- Handled medication reconciliation calls for post-discharge patients within 48 hours of release
- Maintained C-II perpetual inventory using CII Safe with zero discrepancies during state inspection