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CONTACT INFORMATION

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 Saint Paul, MN 12345

EDUCATION

- Master of Business Administration (MBA), Healthcare Management, University of Minnesota Carlson School of Management, 2015
- Doctor of Pharmacy (PharmD), University of Wisconsin-Madison School of Pharmacy, 2008
- Licensed Pharmacist, Minnesota Board of Pharmacy (License #RPH-MN, active)
- Licensed Pharmacist, Wisconsin Pharmacy Examining Board (active)
- APhA Pharmacy-Based Immunization Delivery Certificate
- MTM Certification, American Pharmacists Association

KEY SKILLS

- Multi-site P&L management and labor cost optimization
- DEA and state board of pharmacy compliance and audit readiness
- Controlled substance reconciliation and CSOS/Form 222 oversight
- 340B program administration and split-billing compliance

Betty Harris

Pharmacist

ABOUT ME

Pharmacy manager with 16 years of progressive experience, including 7 years overseeing multi-site operations. Lead a team of 23 pharmacists, 41 technicians, and 6 interns across three retail locations plus a centralized fill center. Track record of meeting script growth targets while keeping labor cost per script below regional median.

PROFESSIONAL EXPERIENCE

District Pharmacy Manager | Northstar Drug & Wellness, Saint Paul, MN
2020 – Present

- Oversee P&L for three stores generating \$27.4M in combined annual prescription revenue.
- Reduced district-wide labor cost per script by 9 cents over 18 months by rebalancing tech-to-pharmacist ratios and shifting central fill volume.
- Recruited and onboarded 14 pharmacists during a regional staffing shortage; voluntary turnover stayed under 8%.
- Launched immunization growth initiative that added roughly 11,800 doses year over year across the district.
- Serve as district lead for board of pharmacy inspections; all three sites passed with zero deficiencies in 2023 and 2024.

Pharmacy Manager | Northstar Drug & Wellness, Burnsville, MN
2017 – 2020

- Ran a single store filling 2,400 scripts per week with a staff of 9.
- Grew MTM completion rate from 38% to 71% by restructuring tech-driven outreach calls.
- Resolved DEA Form 222 reconciliation issues following a controlled substance audit; rewrote the SOP adopted by the region.
- Conducted weekly one-on-ones with pharmacists and quarterly performance reviews.

Staff Pharmacist & Pharmacist-in-Charge | Lakewood Family Pharmacy, Eau Claire, WI
2012 – 2017

- Served as PIC for an independent pharmacy filling 1,100 to 1,300 scripts per week.
- Negotiated GPO contract renewal that lowered cost of goods on the top 50 generics.
- Built a synchronization program that enrolled 340 patients and improved adherence PDC scores.
- Hired and trained 6 technicians, including 2 who later pursued PharmD degrees.

Staff Pharmacist | Hennepin County Hospital Outpatient Pharmacy, Minneapolis, MN
2008 – 2012

- Filled discharge and clinic prescriptions in a 340B-participating outpatient pharmacy.
- Counseled HIV and hepatitis C patients on complex regimens.
- Trained on 340B split-billing software and contract pharmacy compliance.
- Precepted final-year PharmD students on rotation from the University of Minnesota.

- Pharmacy workflow design and central fill operations
- Immunization program development and growth strategy
- MTM program design and adherence (PDC) improvement
- Pharmacist and technician recruiting, retention, and performance management
- GPO contract negotiation and generic cost-of-goods management
- Pharmacy management systems (EnterpriseRx, PioneerRx, Connexus)
- USP 795/797 oversight and quality assurance
- Preceptorship and PharmD student rotation supervision