

AMBER HAGAN

lularoeamberwhagan@gmail.com | 706-990-9708 | Tignall, GA 30668

Summary

To acquire a position with a company that I can grow with throughout years.

Skills

- Filing
- Telephone
- Point of sale systems proficiency
- Troubleshooting malfunctioning equipment
- Drug inventory control
- Pharmacy operations
- Problem-solving skills
- Insurance billing
- Resolving customer issues
- Workflow Optimization
- Time management
- Team management
- Invoice generation
- Organization
- First Aid/CPR
- Customer service
- Communications

Experience

Pharmacy Technician | CVS Pharmacy Inc. - Washington, GA | 02/2020 - Current

- Worked with insurance companies to process claims, resolve problems and obtain payments.
- Prepared requisitions for drugs and supplies as necessary.
- Efficiently processed cash register transactions for new and refilled prescription orders.
- Closely inspected medications to determine accuracy of identities, strengths and purities.
- Refilled medications, offered insight into over-the-counter products and verified insurance benefits.
- Resolved third-party rejection claims.
- Prepared medication labels with item name and quantity.
- Communicated with insurance companies for billing purposes.
- Inspected medication storage locations to monitor drug expiration dates and supply adequate inventory.
- Improved drug inventory management procedures to reduce waste and eliminate backorders or overstock.
- Created new customer profiles and updated changes such as demographics, allergies and new medications in pharmacy computer systems.

Server | Williemacs's - Lincolnton, GA | 09/2013 - Current

Met or exceeded sales targets on consistent basis with proactive promotional strategies and dessert mentions.

- Educated guests on daily specials and appetizers, entrees, desserts and other menu items.
- Operated POS terminals to input orders, split bills and calculate totals.
- Prepared salads, appetizers and set up garnish stations to assist kitchen staff.
- Satisfied customers by topping off drinks and anticipating condiments, napkins and other needs.
- Adhered to minimum age requirements for consumption of alcoholic beverages by checking identification.
- Arranged place settings with fresh tablecloths, tableware and flowers to beautify table.
- Completed closing duties by emptying trash, safeguarding alcohol and polishing silverware.

Receptionist | Robert Phillips & Assoc - Hartwell, GA | 01/2010 - 04/2012

- Supported customer service goals and enhanced relations through friendly, knowledgeable and positive communication.
- Reviewed account and service histories to identify trends and issues.

- De-escalated problematic customer concerns, maintaining calm, friendly demeanor.
- Directed clients to appropriate personnel to address concerns, resolve complaints or answer account-related questions.
- Greeted visitors, assessed needs and directed to appropriate personnel.
- Answered and directed incoming calls using multi-line telephone system.
- Prepared packages for shipment by generating shipment invoices and setting up courier deliveries.
- Processed payments and updated accounts to reflect balance changes.
- Scheduled meetings with salespeople and clients, emailed customers and placed outbound calls as needed.
- Prepared, compiled and filed documents as well as reports presented to various parties.
- Maintained all financial records to verify timely clearance of all credit and debit activities.
- Sorted incoming mail and directed to correct personnel each day.

Education and Training

University of North Georgia | Dahlonega, GA

Some College (No Degree)

Transferred

Ashworth College | Norcross, GA | Expected in 12/2020

Certified Pharmacy Technician

Washington-Wilkes Comprehensive High School | Washington, GA | 05/2012

High School Diploma