

# CÉSAR CABAL

## Pharmacy Technician

### CONTACT

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New York, NY   
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### EDUCATION

Diploma  
Magnet High School  
2010 - 2014  
Austin, TX

### SKILLS

Detail-oriented  
Time Management  
Documentation  
Critical Thinking  
Accountable

### CERTIFICATIONS

Certified Pharmacy Technician  
(CPhT) - PTCB

### CAREER OBJECTIVE

Customer-focused Certified Pharmacy Technician offering 5 years experience within retail pharmacy settings. Looking to leverage superb customer service and pharmacology knowledge to increase retention, revenue, and customer satisfaction with CVS.

### WORK EXPERIENCE

#### Pharmacy Technician

Walgreens

2017 - current / New York, NY

- Produced prescription labels and fulfilled medication orders according to the physician's request with 0% errors
- Managed inventory for 100% of medications
- Implemented 5 new insurance and billing procedures
- Supervised cash/credit card handling, and proper insurance billing to ensure a successful customer experience
- Provided for stock availability while increasing inventory turnover by 18% year-over-year
- Guarded customer confidentiality 100% of the time

#### Pharmacy Technician

CVS

2016 - 2017 / Seattle, WA

- Collaborated with 40 customers per day, handling all inquiries with a 96% customer satisfaction score
- Calculated dosages (100% error-free), dispensed medications, and filled prescriptions for approval
- Streamlined the pharmacy's computer program, including patient data, reducing administrative work by 38%

#### Sales Associate

Reebok

2014 - 2016 / Washington, DC

- Recognized as a top 5% sales person through a customer-focused shopping environment and upselling techniques
- Analyzed the Reebok product inventory and assessed customer interest, increasing sales by 29%
- Evaluated customer pain points and provided conflict resolution, leading to a 98% customer approval rating