





CÉSAR CABAL

Pharmacy Technician

CONTACT

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EDUCATION

Diploma
Magnet High School
Austin, TX
2010 - 2014

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. Detail-oriented with a focus on accuracy and efficiency. Looking to leverage superb customer service and pharmacology knowledge to increase retention, revenue, and customer satisfaction.

WORK EXPERIENCE

Pharmacy Technician

Walgreens / 2017 - current / New York, NY

- Prepare prescription labels and fulfill medication orders according to the physician request with no errors; pre-package commonly requested medications that resulted in 26% faster order completion and improves customer experience.
- Build trusting relationships with all customers; medication reminders, refill reminders, insurance and contact information updates with patient confidentiality upheld at all times. Drives client retention by 32%.
- Inventory management of all medications; proper stocking of medication to ensure no errors and provides for 100% stock availability, while increasing inventory turnover and improves customer experience.
- Perform insurance and billing procedures; trusted cash/credit card handling and proper insurance billing to ensure a successful customer experience.

Pharmacy Technician

CVS / 2016 - 2017 / Seattle, WA

- Directly assisted 40 customers per day; handling all inquiries with a 96% customer satisfaction score.
- Correctly calculated dosages (error-free), dispense medications, prepare prescription labels, and fill prescriptions for approval by pharmacists.
- Streamlined the pharmacy's computer program to access prescription information including patient and prescriber data, drug selection, and insurance billing; reduced administrative work by 38%.

Sales Associate

Reebok / 2014 - 2016 / Washington, DC

- Recognized as a top 5% sales-person in our district through a customer-focused shopping environment and upselling techniques.
- Used a detailed understanding of the Reebok product inventory and gaining customer interest through customer service excellence, exceeding sales targets by 29%.
- Quickly identified customer pain points and provided conflict resolution leading to a 98% customer approval rating.