





# CARLA RUIZ

## Registered Pharmacy Technician

### CONTACT

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(123) 456-7890   
Austin, TX   
[LinkedIn](#) 

### EDUCATION

Diploma  
Central High School  
Providence, RI  
2011 - 2015

### SKILLS

Documentation  
Flexible  
Verbal Communication  
Time Management  
Critical Thinking

### CERTIFICATIONS

Certified Pharmacy Technician (CPhT) -  
PTCB

### CAREER OBJECTIVE

Registered Pharmacy Technician experienced in filling prescriptions, processing insurance claims, and providing customer service excellence in a fast-paced retail pharmacy. Seeking to grow in the healthcare industry through pharmacology best practices, inventory management improvements, and increasing customer retention rates.

### WORK EXPERIENCE

#### Registered Pharmacy Technician

RiteAid / 2019 - current / Austin, TX

- Efficiently and accurately collect customer information and enter information into pharmacy system always with a friendly demeanor and following HIPAA confidentiality for the best customer experience.
- Maintain a working inventory of medications and supplies by reviewing stock levels, recording order information, rotating stock, and ensuring proper storage and security.
- Review and fulfill written prescription or refill requests without errors to ensure patient safety.

#### Executive Assistant

Etham, Farmin, Scheyer Law Offices / 2018 - 2019 / Denver, CO

- Answered all incoming telephone calls across 12 lines; answered questions, resolved issues, scheduled appointments, transferred to correct team member.
- Greeted clients and visitors. Escorted clients to their meeting room (set-up meeting room prior to client arrival for improved client experience).
- Confirmed and scheduled appointments using Google Calendar for the legal team.
- Trained as a paralegal to support the legal team with reports, document preparation, and case filings.

#### Office Manager

Industrial Supplies / 2015 - 2018 / Portland, OR

- Oversaw a team of 11 employees and exceeded customer satisfaction targets by 7% from 2015 through 2018.
- Coached all new front-office staff on company best practices and helped to reduce data entry errors by 24% during tenure.
- Organized bi-weekly all-hands meeting with employees of the company and worked closely with the CEO to create the itinerary for those meetings.
- Prepared daily correspondence to C-level executives and summarized daily reports on operational processes.