

# McKenzie Eklund

## **Provide friendly customer service when assisting phone calls and taking orders - Smart-fill Management**

Rose Creek, MN 55970

[kenzie.gilby@gmail.com](mailto:kenzie.gilby@gmail.com)

(303) 815 - 8085

Pharmacy Technician with 2 years of retail, long term care and telepharmacy experience. Self-starter with extensive knowledge of Medicare Part B and South Country DME billing. Excellent data entry skills and telephone etiquette. Detail-oriented with strong focus on accuracy and efficiency. Works well in fast paced environments and works well in high pressure situations. Adept at maintaining a safe work area, utilizing inventory control computer programs and assisting with pharmaceutical administrative tasks.

Authorized to work in the US for any employer

## Work Experience

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### **Warehouse Technician**

Smart-fill Management - Austin, MN

June 2017 to May 2018

905 N Main Street, Austin, MN 55912

- Receive in pallets with pharmaceutical inventory on them and check in each box or bottle within the pallets by lot number and quantity.
- Provide friendly customer service when assisting phone calls and taking orders for other pharmaceutical distributors and pharmacies.
- Fill online orders sent in from pharmacies from around the States and ship out daily.
- Maintain inventory count weekly of all items in the warehouse.
- Maintain current pricings on all items within the warehouse.
- Send out large shipment orders to other pharmaceutical distributors from around the States.
- Create pedigrees of items shipped to each customer.

Title/Position Held: Warehouse Technician

Supervisor's Name: Jeremy Johnson Starting Wage: \$15.00/hr

Reason for leaving: Still employed

### **Certified Pharmacy Technician (CPhT)**

Shopko - Austin, MN

February 2017 to July 2017

1209 18th Ave NW, Austin, MN 55912

(507)437-7785

- Efficiently answer multi-line phone system and process high volume of order requests from patients and doctor offices.
- Provide friendly customer service at the drop-off and pick-up counters.

- Work closely with pharmacists and use medication input software to safely and accurately dispense medication.
- Regularly complete paperwork and enter prescription and insurance billing information into patient profiles.
- Efficient in finding paperwork and responding quickly to audits, recalls, messages, etc.
- Deliver medications to facilities and patients' homes
- Receive, input and fill prescription orders in a timely manner

Title/Position Held: Certified Pharmacy Technician

Supervisor's Name: Cheryl Mentz Starting Wage: \$14.50/hr Ending Wage: \$14.50/hr

Reason for leaving: Started a job with a set schedule to help with daycare

### **Certified Pharmacy Technician (CPhT)**

Curt's Pharmacy - Albert Lea, MN

July 2014 to February 2017

1615 W Main St, Albert lea, MN

(507) 373-6337

- Work closely with pharmacists and use medication input software to safely and accurately dispense medication.
- Efficiently answer multi-line phone system and process high volume of order requests from patients and doctor offices.
- Regularly complete paperwork and enter prescription and insurance billing information into patient profiles.
- Provide friendly customer service at the drop-off and pick-up counters.
- Verify patient data and billing information.
- Manually bill DME supplies through South Country using CMS 1500 forms
- Efficient in finding paperwork and responding quickly to audits, recalls, messages, etc.
- Staying updated on Medicare Part B standards and rules to dispense diabetic testing supplies, nebulizers and medications.
- Assisting the pharmacists in making compounds - making sure the pharmacists agrees with any ingredients being used before starting to mix anything
- Manage and run tele-pharmacy while being over watched by supervising pharmacist from long term care facility

Title/Position Held: Certified Pharmacy Technician

Supervisor's Name: Curt Clarambeau Starting Wage: \$7.25/hr Ending Wage: \$15.00/hr

Reason for leaving: Found a job closer to home

## Education

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### **Dipolma in Generals**

Glenville High School - Glenville, MN

2009 to 2013

### **High school or equivalent**

## Skills

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HIPPA (4 years), MEDICAL TERMINOLOGY (4 years), OFFICE MEDICAL (4 years), ORGANIZATIONAL SKILLS (10+ years), PROBLEM SOLVER (10+ years), Management (2 years), Customer Service (7 years), Data Entry (4 years), Documentation (4 years), Excel (8 years), Filing (7 years), Inventory Management (7 years), Powerpoint (8 years), Sales (8 years), Training (6 years), Word (10+ years)

## Certifications/Licenses

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### **CPHT**

August 2015 to August 2019

## Additional Information

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### Skill Highlights

- HIPPA trained
- Strong decision-making ability
- Exceptional patient care and interaction
- Extensive medical terminology knowledge
- Quick problem solver
- Dedicated to getting all paperwork and orders accurate
- Organizational skills
- Good work ethic