

**Marnie Gutierrez-Montano**  
11425 E. 111<sup>th</sup> Ave Henderson CO 80640  
(720) 210-3786 | marnie.rachel@yahoo.com

## Professional Background

Dedicated Pharmacy technician of almost 3 years, with technical, clerical and patient support. Strong ability to communicate clearly and effectively to patients and staff. Flexible to accommodate business needs, and readily adapts to changing environments and demands Multi-task-oriented.

## Professional Experience

### 06/2012 – current **Omnicare Long-Term Pharmacy. Golden, CO** **Customer Service – Data Entry**

- Customer service representative, taking inbound calls from long term care facilities. Processing Telephone orders, new and refill prescriptions.

11/2009 - 03/2012

### **Express Scripts Pharmacy CPhT Albuquerque, NM** **Data Entry**

- Process all new and refill prescriptions.
- Open orders as needed; verify eligibility, Proof and input prescriptions while maintaining productivity and quality standards.
- Doctor and Patient outreach, document correspondence and follow up in system.
- Collaborate with other team members and supervisor to ensure that best-practices are followed and shared.

08/2008 - 08/2009

### **Lowe's Home Improvement Warehouse Northglenn, CO** **Customer Service Associate**

- Excellent Customer Service
- Encouraged Participation In Current Credit Promotions,
- Acquired "Add On" Sales, Processed & Refunded Merchandise
- Answered and Transferred Department Calls.

05/2007 - 07/2007

### **Cholas Insurance Denver, CO** **Project Manager**

- Filed Insurance Policies and accident Claims.
- Created Spreadsheets To Organize Customer Information.
- Answered Phones, took messages and scheduled appointments.

## Education and Training

**University Of New Mexico**, Albuquerque, NM, USA

Psychology

**Front Range Community College**, Westminster, CO

Pharmacy Technician

## References

Monica Saenz | 505.507.0316

Stacy Cholas | 720.732.8956