**Professional Summary**

Persistent, detail-oriented 4+ years’ experience in healthcare and customer service. Great communication skills and leadership skills with team influencing goals. Learning to build my computer skills in java, SAAS, STATA etc., to use for troubleshooting, web building and App building or process improvement. Fast learner and dedicated. Ideally will be working in administration or management in healthcare, finance, insurance, research/data management, data analytics, retail, and risk management and medicine. I have some experience with marketing and creating digital media for sales funnel and product sale, and special writing.

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**Education**

Old Dominion University, Norfolk, VA

**Bachelor of Science in Public Health** 2022/Graduation this year

Major: Community and Environmental Science

**Norfolk Technical Center/Pharmacy Tech.**

September 2015 – May 2016

**Relevant Courses**:

Statistics, Biology, anatomy/physiology 2, pathology, Chemistry 211, Managerial Epidemiology, Medical Terminology, Research Methods, Microbiology, Genetics, Cell Biology, Pathology, Lifespan development, Marketing Principles and Problems 311, Public Speaking, Public & Comm Health Administration.

**Certifications**: Pharmacy tech.

**Languages**: JavaScript, SQL, HTML, 4+ in Spanish. Skilled in all Microsoft apps.

**Work Experience**

Walmart Pharmacy | Norfolk, VA, 757- 461-2125

**Pharmacy Technician/ CPHT** Aug/2016 – Jan/2020

* Insurance Billing and coding. Stock medications. Order medications. Inventory and hazardous waste management.
* Assisted team of 6 in troubleshooting and resolving complex problems.
* Printing, Labeling, and Filing
* Managing hazardous waste and keeping machines updated with new software.
* Dispense medications, give customer service and speak with doctors and nurses about dosing. Calculating dosage for stock meds for mixing, substitution, and insurance plan.
* Joining meetings about quotas, weekly budgets, and patient quality assurance graphs.
* Educate patients on new health information.
* Risk management and understanding accident prevention for pharmacy protocol.

Amazon Delivery Norfolk, VA

**Temporary position** Nov 2021 – Jan/2022

* Driving and delivery with step van
* Loading cart and truck
* Practicing safety procedures and pre-and post-inspection of van.
* Safe driving, parking and loading
* Used handheld tracking software and device
* Kept organization of drop off times and routes.

National Right to Work Committee, Virginia Beach, VA

**Telecommunications Operator** OCT 2014 – April 2016

* Conduct Surveys and read proposals
* Update consumer info for mailing
* Read new scripts for advocates of the committee and practice professional speaking to keep customer interested
* Ask 3 times rule, to collect Donations and contributions from advocates

Old dominion university, Norfolk, VA

**Spanish for healthcare providers class** September 2019 – April 2020

* Spoke Spanish with patients and worked with EVMS to do Free Screening events for diabetes, high blood pressure, and cholesterol. Helped make appointments for patients, they were usually uninsured.
* Tracked all incoming contact in Remedy ticketing software for efficient assistance

Old dominion university, Norfolk, VA

**Leadership, HOSA Organization** September 2016 – April 2020

* Started doing leadership events with HOSA in 2016 for future Health professionals.
* Created speeches on healthy lifestyle, Nutrition, and new research on catastrophic events worldwide.
* I Won 3rd Place in my leadership conference April 2016.
* Learned to prepare speeches and speak professionally in front of large crowds.

**Conclusion/ skills**

I am looking to advance my skills in healthcare management, planning, finances, data management, and data analysis. I love environmental science and community science.

I Learn quickly and I can problem solve most complex problems without getting in the way of the team, but while also keeping the flow of the process moving smoothly. Inputting work quickly and reducing errors is important.

I am Detail oriented, and I love work that has new goals and missions to accomplish. I love keeping a regular schedule of task to complete, I will plan and be ready for and obstacles that could cause a need for change in the work process. I usually work diligently and efficiently. I am usually energetic and great at communicating with others, especially when I must teach or influence a team. I can use most software that requires input of data or contains analytics and results. Currently working to strengthen skills in data management, and using software like python, java, STATTA, SAAS.

I am proficient with using Microsoft, like excel and sheets, styles, ppt. etc.

\* Great with lab work, measuring, and calculations