



HEATHER SHAFFER

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PROFESSIONAL SUMMARY

Dedicated and focused Office Manager/Pharmacy Technician who excels at prioritizing, completing multiple tasks simultaneously and following through to achieve goals. Seeking a role as an administrative assistant.

SKILLS

- Meticulous attention to detail
- Professional and mature
- Personnel records maintenance
- Strong communication skills
- Notary Public
- Self-directed
- Calm under pressure
- Exceptional interpersonal skills
- Microsoft Office Proficiency

EXPERIENCE

Office Manager/Pharmacy Technician, Pharmacy Alternatives, Oct 2007 - Current, Christiansburg, VA

- Handled clerical work, fielded customer inquiries, and resolved equipment issues without assistance to keep burden off senior management.
- Coordinated and maintained office supplies for bustling office.
- Standardized office processes, regulated communications, created filing systems, and carefully delegated and oversaw administrative tasks.
- Demonstrated top-notch communication skills daily in interactions with management, staff, and guests.
- Conducted benefits administration for 20 benefit eligible employees
- Helped pharmacy department with inventory processes to provide smooth process flow and customer experiences.
- Filled prescriptions by retrieving, counting, and dispensing pharmaceuticals.
- Resolved customer issues and answered questions to deliver positive customer experience.

Assistant to Pharmacy District Manager , Wal-Mart, Oct 2005 - Oct 2007, Christiansburg, VA

- Assisted Pharmacy District Manager in all pharmacy operations
- Created schedules for 30 pharmacists throughout district
- Traveled to pharmacies conducting audits on pharmacy procedures
- Handled all office duties in district office

Lead Pharmacy Technician, Wal-Mart, Jan 1996 - Oct 2005, Fairlawn, VA

- Filled prescriptions by retrieving, counting, and dispensing pharmaceuticals.
- Resolved customer issues and answered questions to deliver positive customer experience.
- Utilized pharmacy systems to enter patient and drug information.
- Helped pharmacy department with inventory processes to provide smooth process flow and customer experiences.
- Made telephone calls to physicians, customers, and insurance providers.

EDUCATION

Recording Industry Management

Middle Tennessee State University - Murfreesboro, TN

- Member, Association of Recording Management Students.
- Internship with The Judds in their fan club office.