

Audrey Elaine Neel

2105 Lubna Drive Christiansburg, VA 24073 | 540-505-2564 | audrey.neel@verizon.net

Profile

Customer Service ~ Patient Relations ~ Oversight

Retail specialist and pharmacist serving communities for over twenty years in good standing with the Virginia Board of Pharmacy. Able to facilitate internal business processes, manage fiscal data, and prioritize tasks with integrity and a sense of urgency. Pursued growing clientele base through personable recognition of patients. Interest in alternative remedies to help overcome common ailments.

Objective

Assist with ministry effort by being available to meet needs. Seek to minister in the name of Jesus to the best of my ability. I will strive to provide help with projects and meet deadlines. Endeavor to be a flexible and reliable member of the team.

Skills & Abilities

Management

Managed two pharmacies as the designated pharmacist-in-charge. Responsibilities included optimal operational workflow, personnel oversight, data entry into spreadsheets and monthly submissions, rigid inventory controls and return handling of medications to whole sellers. Developed a good rapport with pharmacy technicians and auxiliary staff.

Operations

Processed prescriptions in a timely manner. Medication services rendered for an assisted living facility, which included the use of unit-dose packaging. Cholesterol and blood glucose screenings were offered at walk-in clinics. Initiated and completed Medication Therapy Management with our clientele that generated additional revenue for the pharmacy.

Communication

Counseled patients on the proper use of their medications. Offered recommendations for the use of over-the-counter medicines and supplements. Spoke regularly to insurance companies on behalf of patients. Contacted physicians for clarification of prescriptions and notification of drug interactions. Spoke with nurses and receptionists routinely. Gave a stand-up presentation to members of the retirement community at Richfield Living regarding the services offered by the pharmacy.

Leadership

Participated in mangers' meetings on a monthly basis. Serving the youth in the AWANA program at our church for four years. Led a group of women in Bible Study Fellowship for two years, served as an administrator for another two years, as well as participated as a group member in years prior. Served in an organization called Mothers of Preschoolers (otherwise

known as MOPS) as part of the steering committee. Involved in leadership with a collegiate group called the Navigators for four years while at the University of New Mexico.

Professional Experience

HomeGoods | Cash Office Associate February 2019 to present

Scheduled to work in the cash office to make change for frontline, verify register tills, perform a balance session on the daily reads, and complete deposits that are logged for pick up from the store's carrier. After completion of cash office duties, I participate as a member of the flow team, perform merchandizing activities, and work the front line registers as needed.

Carilion Clinic Pharmacy | Lead Pharmacist | 2015 - 2017

Designated pharmacist-in-charge, maintained regulatory matters to a high degree, maintained adequate inventory levels, participated in monthly conference calls, submitted reports regarding errors and adverse drug interactions, directed daily work flow in a hands-on manner and ensured store cleanliness. (PCA Pharmacy was acquired by Carilion in the summer of 2015.)

Primary Care Associates Pharmacy | Pharmacist-in-charge | 2010 - 2015

Worked within the clinic to support medical personnel. Filled prescriptions for patients that frequented the site. Fulfilled all the duties required of a pharmacist to accurately process prescriptions from intake to dispensing. Answered phone calls in a professional manner. Collaborated with management of the clinic to provide floor stock for nursing. Provided input for site improvements. Promoted the pharmacy as time permitted.

Target Pharmacy | Pharmacist-in-charge | 2001 - 2008

Maintained store metrics, scoring green in numerous categories. Attended to store guests as needs arose. Restocked items for the prescription and over-the-counter departments. Regularly operated the registers. Handled all aspects of processing prescriptions. Received phoned in orders and completed them. Drug interaction and proper dosage screenings of prescriptions were performed, and maintained appropriate medication inventory for our customers.

Education

- University of New Mexico • Bachelor of Science in Pharmacy • December 1995
- University of Las Vegas, Nevada • Undergraduate Studies • June 1991
- Certified in Medication Therapy Management and Basic Life Support