

Samantha Smith



Profile

I would like to obtain a new position within an expanding company that will enable me to utilize my healthcare knowledge and experience and provides the opportunity for further licensure or career advancement.



Personal Information

Phone number: 555-555-5555

Email address: hello@kickresume.com



Work Experience

01/2020 – 01/2021 HOUSTON, UNITED STATES

Quality Assurance Analyst Veteran's Evaluation Services

- Adhered to company standards, quality agreements, statutory requirements, risk and safety, other quality standards.
- Reviewed and verified Medical Disability Examination reports and Disability Benefits Questionnaires conducted by medical providers on behalf of the VA to ensure that reports are completed according to VA's stringent quality and timeliness requirements.
- Collaborated across departments and with medical providers to troubleshoot and resolve any issues located on DBQ's that were not in compliance with VA standards.
- Acted as liaison for the Medical Advisory Board for any cases that needed an additional review to resolve any issues between the QA and the assigned medical provider.
- Consistently exceeded the monthly quality goal of less than 2% errors and continuously fulfilled the monthly quantitative goal of 400 Disability Benefits Questionnaires.

07/2018 – 05/2019 HOUSTON, UNITED STATES

Certified Pharmacy Technician - Specialty Oncology Consultants

- Executed conflict resolution abilities regarding customer complaints in accordance with customer satisfaction while maintaining company standards.
- Conducted phone triage of incoming calls from patients and providers to resolve issues or redirect the call to the proper department for assistance with non-pharmacy-related issues.
- Processed prescriptions for Medicare/Medicaid claims in compliance with rules and regulations and utilizing COB between the patient's third-party insurance and any applicable secondary insurance or manufacturer's coupon.
- Researched and documented prior authorization outcomes and third party rejections in pharmacy system.
- Resolved and recorded physician or client inquiries and grievances and provided verbal or written results to patient, prescriber, provider and/or management.

04/2017 – 10/2018 HOUSTON, UNITED STATES

Certified Pharmacy Technician Walgreens Pharmacy

- Effectively functioned in a team dynamic to preserve an



Work Experience

- outstanding customer service environment.
- Maintained customer confidence by keeping information confidential in accordance with HIPPA laws and regulations.
- Accurately entered patient demographics and insurance data for correct invoicing into EHR.
- Performed the entry, filling, and selling of incoming/outgoing prescriptions.
- Communicated with providers, patients, and insurance companies to ensure medication adherence.
- Assisted in maintaining inventory by placing orders for out-of-stock medications, removing outdated drugs, and reviewing purchase orders from vendors for accuracy.
- Demonstrated a strong ability to work independently with advanced organization and prioritization skills to meet strict deadlines with minimal supervision.



Education

08/2012 – 04/2018 HOUSTON, UNITED STATES

Biology | Bachelor of Science University of Houston

Chemistry & Mathematics minors
Cum Laude



Certificates

08/2018

Registered Pharmacy Technician Texas State Board of Pharmacy

Expiration Date: 08/31/2022

Status: Active and in good standing

06/2018

Certified Pharmacy Technician Pharmacy Technician Certification Board

Expiration Date: 06/30/2022

Status: Active and in good standing

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**Marian C. Hawkey, Elizabeth M.
Perpetua, Sandra Lauck, Amy Simone**

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Journal of the American Society of Echocardiography ,1993-07 *Rehab Management* ,1992 *The American Journal of Psychiatry* ,2001 **The Scientist** ,1988 *Transcatheter Aortic Valve Replacement Program Development* Marian C. Hawkey,Elizabeth M. Perpetua,Sandra Lauck,Amy Simone,2019-01-11 Publisher s Note Products purchased from 3rd Party sellers are not guaranteed by the Publisher for quality authenticity or access to any online entitlements included with the product Launch and cultivate a successful program for the innovative procedure poised to become the standard for patients with aortic stenosis AS with Transcatheter Aortic Valve Replacement TAVR Program Development A Guide for the Heart Team Written by leaders in the field this clinical instruction manual is the first to consolidate evidence guidelines and best practices for the TAVR care pathway from referral to follow up This is a must have for clinicians nurses physicians and allied health professionals as well as administrative leadership and staff involved in TAVR programs The text offers a comprehensive view of the TAVR program organized to support staff and quality and positioned to grow on pace with evolving indications regulations technology and patient needs **Reflections** ,1996 *Healthcare Financial Management* ,2009 Some issues accompanied by supplements *Journal of the American Pharmaceutical Association* ,2000 **The Penguin Guide to American Business Schools** Harold Doughty,2000 Complete and up to date information on 275 nationally accredited business schools

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