

Glenmilya Bras
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Professional Summary:

Detail-oriented Pharmacy Technician skilled at filling prescriptions, patient care, Excellent Customer Service and data entry. A reliable, capable enthusiastic supervisor who is able to take on the management and coordinating duties of any leadership role.

Skills:

- Knowledge of Medical Terminology and Insurance guidelines
- Fast learner
- Team Player
- Strong customer Service
- Dependable
- Strong data entry skills
- Attention to detail
- Ability to work well in high-pressure situations.

Work History:

Pharmacy Tech, 12/2014 to 11/2015

Xerox – Orlando, FL

- Maintains complete, timely and accurate documentation of all approvals and denials, and transfers all clinical questions and judgment calls to the pharmacist.
- Ability to deal with a diverse customer base in a friendly and confident manner (internal and external customers).
- Complete prior authorizations with attention to detail and accuracy.
- Obtain verbal authorizations and request detailed clinical information from prescribers.
- Approve coverage determination requests based on defined criteria.
- Handling prescription override, third party rejects, appeals, denials.

Internships:

Pharmacy Tech, 03/2013 to 11/2013

Orange Park – Jacksonville, FL

- Properly filled and dispensed average of [240] prescriptions per day.
- Effectively resolved insurance rejections and other billing issues.
- Managed drug and supply inventories.
- Regularly stocked shelves, rotated stock and checked for expired medications.
- Receptively answered customer questions and helped locate desired items in the pharmacy.
- Efficiently operated cash register and handled cash, checks, and charge transactions.

Pharmacy Tech, 08/2012 to 01/2013

Rx Pharmacy – Jacksonville, FL

- Properly cleaned and maintained department equipment such as IV hoods.
- Completed new and updated patient profiles, including lists of patient medications.
- Effectively resolved insurance rejections and other billing issues.
- Assisted other pharmacy staff with drug inventory, purchasing, and receiving.

Pharmacy Tech 11/15 to Current

Davita Rx Pharmacy – Orlando, FL

- Patient engagement, Customer Service & onetime Service Resolution
- Renewals for expired and New Prescription requests submitted to RPH
- Patient outreach to make sure patient is taking Medication As directed with no Side effects.
- PDO- Prescription Dispensing Occurrence (Levels to medication Errors/replacements)
- Caring for Patients suffering From Chronic Kidney Failure across the nation.
- Renal Medications knowledge

References upon Request & Recommendation Letters