Denise Okafor

Certified Pharmacy Technician

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SUMMARY

Certified pharmacy technician (PTCB) with 3 years in retail and hospital outpatient pharmacy, processing an average of 180 prescriptions a day. Caught 25 potential dispensing errors through double-checks in the past year and resolved insurance rejections that recovered $14,000 in billed claims. Comfortable with high volume during flu season and holiday rushes.

EXPERIENCE

Pharmacy Technician — Caldwell Family Pharmacy

Charlotte, NC · Feb 2023 – Present

- Process an average of 180 prescriptions a day using the pharmacy's dispensing system, maintaining a 99.8% accuracy rate across quarterly audits.
- Resolve insurance rejections and prior authorization issues for 15 to 20 claims a week, recovering $14,000 in billed claims over the past year.
- Caught 25 potential dispensing errors through tech-check-tech double-checks, including 2 look-alike drug mix-ups flagged before pickup.
- Trained 3 new technicians on the pharmacy management system and state board labeling requirements during their first month.

Pharmacy Technician — Mercy Ridge Hospital, Outpatient Pharmacy

Charlotte, NC · Jun 2021 – Jan 2023

- Filled and labeled discharge prescriptions for 40 to 50 patients a day, coordinating with nursing staff on timing for same-day pickup.
- Maintained inventory for 600 SKUs, cutting stockouts on 15 high-turnover medications by setting new par levels.
- Logged and reconciled controlled substance counts daily across 2 automated dispensing cabinets with zero discrepancies over 18 months.

SKILLS

Dispensing: Prescription filling, labeling, tech-check-tech verification, compounding (non-sterile)

Systems: QS/1, PioneerRx, Epic (pharmacy module), automated dispensing cabinets

Insurance: Prior authorization, claims adjudication, insurance rejections, Medicare Part D basics

Operations: Inventory management, controlled substance logging, HIPAA compliance

CERTIFICATIONS

PTCB Certified Pharmacy Technician (CPhT)

North Carolina Board of Pharmacy Registered Technician

EDUCATION

Pharmacy Technician Certificate, Central Piedmont Community College, 2021

Fictional example by FindAJobAI: the person, employers and numbers are invented.