

Michael Rodriguez

Licensed Retail Pharmacist

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- Licensed Pharmacist (RPh) with 6+ years in high-volume retail settings, processing 280+ prescriptions daily while maintaining 99.7% accuracy rate
- Experienced in Medicare Part D consultation, immunization administration (650+ vaccines delivered annually), and managing pharmacy technician teams of 5-7 members
- Proven track record of increasing flu shot administration by 35% through proactive outreach programs and improving customer satisfaction scores from 3.4 to 4.7
- Bilingual patient counseling capabilities (Spanish/English) serving diverse community populations with complex medication regimens

PROFESSIONAL EXPERIENCE

CVS Health

June 2019 - Present

Staff Pharmacist

- Verified and dispensed average of 280 prescriptions daily while maintaining 99.7% accuracy rate in high-volume location generating \$4.2M annual revenue
- Resolved insurance rejections for 45+ patients weekly, securing coverage for critical medications and saving patients average of \$185/month
- Administered 650+ immunizations annually including COVID-19, flu, and routine vaccines, exceeding district goals by 28%
- Conducted 120+ MTM consultations quarterly, identifying 85+ drug interactions and therapy duplications, resulting in 15% improvement in patient adherence rates
- Supervised and trained 6 pharmacy technicians, reducing prescription processing errors by 40% through enhanced workflow protocols
- Implemented perpetual inventory system that reduced stock-outs by 42% and improved cash flow by \$28,000 annually
- Managed controlled substance inventory with zero discrepancies during DEA inspections over 4-year period

Walgreens

September 2017 - May 2019

Pharmacy Intern

- Assisted in processing 200+ prescriptions daily under direct pharmacist supervision while completing PharmD program

TECHNICAL SKILLS

Pharmacy Systems

- RxConnect, QS/1, Pioneer RX, Micro Merchant Systems
- CVS ExtraCare, Walgreens myWalgreens integration
- Pyxis inventory management systems

Clinical Competencies

- Immunization Administration (COVID-19, Influenza, Pneumonia, Shingles, Travel vaccines)
- Medication Therapy Management (MTM) consultations
- Diabetes education and blood glucose monitoring
- Non-sterile compounding and ointment preparation
- Drug Utilization Review and clinical interventions
- Point-of-care testing (A1C, cholesterol, blood pressure)

Insurance and Billing Expertise

- Medicare Part D expertise and consultation
- Prior Authorization processing and appeals
- Medicaid billing and compliance
- Express Scripts, Caremark, OptumRx systems
- Insurance rejection resolution and patient advocacy

Languages and Communication

- Bilingual: English (Native), Spanish (Fluent)
- Patient counseling and medication education

- Provided patient counseling on medication adherence, side effects, and drug interactions for 30+ patients daily
- Supported flu clinic operations administering 150+ vaccines during peak season under pharmacist oversight
- Maintained pharmacy inventory and assisted with insurance prior authorization processing
- Achieved 98% accuracy rate on prescription verification tasks during final year of internship

Rite Aid

June 2015 - August

Pharmacy Technician

2017

- Processed insurance claims and handled prior authorization requests with 92% first-pass approval rate
- Assisted pharmacists with prescription filling, inventory management, and customer service in busy retail environment
- Maintained controlled substance logs and assisted with DEA compliance documentation
- Provided exceptional customer service resulting in 4.6/5.0 customer satisfaction scores

EDUCATION

University of Arizona College of Pharmacy

May 2019

Doctor of Pharmacy (PharmD)

GPA: 3.8/4.0 | Dean's List: Fall 2017, Spring 2018, Fall 2018

Relevant Coursework: Pharmacotherapy, Clinical Pharmacy Practice, Pharmacy Law, Business Management

Arizona State University

May 2015

Bachelor of Science in Biology

GPA: 3.6/4.0 | Pre-Pharmacy Track

LICENSES AND CERTIFICATIONS

Active Pharmacist License - Arizona State Board of Pharmacy (RPH #12847)

Expires: December

2025

Arizona State Board of Pharmacy

Immunization Certification

2019

American Pharmacists Association (APhA)

Basic Life Support (BLS)

Expires: March 2025

American Heart Association

- De-escalation and conflict resolution
- Team leadership and technician training

AWARDS AND RECOGNITION

CVS Health Excellence in Patient Care Award - Q2 2023

CVS Health

Q2 2023

Recognized for achieving 94% medication adherence rate among diabetes patients through personalized counseling program

District Pharmacist of the Quarter - Q4 2022

CVS Health

Q4 2022

Led immunization drive resulting in 850+ vaccines administered, exceeding district goal by 45%

Customer Service Excellence Award

CVS Health

2021, 2022

Maintained customer satisfaction scores above 4.7/5.0 for consecutive years

Rho Chi Pharmacy Honor Society Member

University of Arizona College of Pharmacy

2018

Honor society membership for academic excellence in pharmacy education

Medication Therapy Management (MTM) Certified *2020*

MTM Certification Board

Diabetes Self-Management Education Certified *2021*

Diabetes Education Certification Board

Point-of-Care Testing Certification *2022*

Point-of-Care Testing Certification Board

PROFESSIONAL DEVELOPMENT

Continuing Education *Annual*

45+ hours annually

Arizona requirement: 30 hours

Specialized CE *Ongoing*

Advanced Training

Geriatric Pharmacy, Polypharmacy Management, Opioid Crisis Management

Professional Memberships *Current*

APhA, Arizona Pharmacy Association

American Pharmacists Association (APhA), Arizona Pharmacy Association

Volunteer Work *2020-Present*

Community Health Screenings

Free health screenings at community centers

ADDITIONAL INFORMATION

Schedule Flexibility

Full Availability

Available for evening, weekend, and holiday shifts

Multi-Location Experience

Float Pharmacist

Willing to float between multiple store locations

Operations Management

Staff Shortage Coverage

Experience managing pharmacy operations during staff shortages

High-Stress Performance

Peak Season Management

Proven ability to handle high-stress situations including Black Friday and flu season rushes

