

Ivan Hill

Extensive experience working in pharmacies, providing high-level customer service and administrative support. Front-end web development skills.

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Nationality: American

Work Authorization: Permit B

EXPERIENCE

The Medicine Shoppe LTC, Pittsburgh, PA, USA— *Senior Pharmacy Technician*

Aug 2018-Oct 2020

- Data-entry of electronic, verbal, and hand written prescriptions
- Development of new workflow, including shift resources to increase productivity
- Identified and implemented improvements to increase QA, patient satisfaction and provide a superior experience
- Verified the accuracy of prescription information and conducted outreach to patients, doctors, insurance companies, and hospitals
- Analyzed delivery system and performed research to recommend alternatives
- Assist in the development and documentation of training materials and ensuring these documents are current and accurate
- Assisted in training new hires and cross-training

Express Scripts, Warrendale, PA, USA— *Senior Pharmacy Technician*

Jan 2018 - Aug 2018

- Data-entry of prescriptions and medication list
- Performed customer service-related outreach
- Documented and submitted time-sensitive information related to unexpected side-effects within Adverse Effects department
- Reviewed and submitted recommendation to U.S. Food and Drug Administration (FDA) to modify, remove, or include newly discovered PA, patient profile information
- Assisted in maintaining cancer treatment protocols, PA, patient medical records, including adverse drug interactions
- Maintained database systems as appropriate

CVS Caremark, Pittsburgh, PA, USA— *Pharmacy Technician II*

Sept 2015 - Jan 2018

- Provided metered data-entry processing orders consistently meeting monthly quotas
- Adhered to all company, state and federal policies, laws and regulations including HIPAA, USAA
- Transcribed data from prescriptions accurately to generate a custom label for the customer

Portfolio

<https://ihill.tech/>

SKILLS

Microsoft Office: Excel,

Word, Outlook

Front-end Development: HTML,

CSS, JavaScript

Back-end Development: PHP,

Node JS

Database: MySQL

Adobe Creative Suite

LANGUAGES

English: Native

French: Beginner (taking weekly classes)

EDUCATION

Certificate, Community College of Allegheny County, Pittsburgh, PA, USA— Sept 2017 - May 2019

Web Development

Certificate, New York University Tandon, School of Engineering, New York, NY USA— Jan 2017 - Dec 2017

Enterprise and Infrastructure Cyber Security

Bachelors, New York University Steinhardt, New

York, NY, USA— Sept 2000 - May 2003

Industrial Psychology

- Resolved customer questions and concerns by communicating effectively with customers and the management team/support staff in an efficient manner
- Handled consistently high volume of incoming ERX's, with flexibility
- Supported all Federal Employees Workmen Compensation orders during their open benefit enrollment period
- Guaranteed order completion within 24 hours as dictated by ACA guidelines

Packer Sanitation, Pittsburgh, PA, USA— *Sanitation Worker*

Jan 2013 - Sept 2015

- Provided FDA compliant Industrial cleaning within food processing facility
- Maintained and supervised Quality Assurance measures of food processing equipment
- Prepared and performed bacterial culture swabs gathered from food processing equipment
- General GMP(Good Manufacturing Practices) performed daily

Brooklyn Board of Elections, Brooklyn, NY— *Administrative Clerk*

Jan 2007 - Dec 2013

- Inspected and selected Vote Center locations in compliance with Election Code and accessibility requirements
- Prepared and conducted training classes for and temporary workers
- Coordinated the preparation, distribution, and delivery of Vote Center materials and voting equipment
- Assisted with the reestablishment and redistricting projects within related maps
- Coordinated the updating of precinct and district maps
- Monitored and coordinated the reestablishment process elected officials, community organizations, and BOE employees
- Provided and received ballot request forms, verified voter signatures, input voter data, and operated specialized software applications
- Constructed election timetables, voting schedules and workload calendars
- Prepared election notices and arranged for their publication

ADDITIONAL ACTIVITIES: Websites creation, Web design, Web programming, Charity volunteer