

CARMELIA HILBELINK

Pharmacist

carmelia.hilbelink@gmail.com

(443) 946-0619

Wichita, KS



PROFILE

I am a Pharmacist with over 6 years of experience in a retail setting. I have a strong background in providing excellent customer service, compounding medications, and managing a pharmacy. I have a deep understanding of federal and state regulations as well as the safe and efficient use of medications. I have excellent interpersonal skills and am able to effectively communicate with patients, healthcare providers, and staff members. My experience also includes managing a staff of technicians and providing guidance and training. Additionally, I have experience with inventory management and analysis, as well as identifying and resolving issues related to patient care and medication safety. I am a passionate and driven professional, with a commitment to providing the highest quality of care to my patients.

LINKS

[linkedin.com/in/carmeliahilbelink](https://www.linkedin.com/in/carmeliahilbelink)

SKILLS

Pharmaceutical Knowledge

Attention to Detail

Communication Skills

Customer Service

Compassion

Organization

Computer Literacy

EMPLOYMENT HISTORY

● Pharmacist at CVS Pharmacy, KS

Oct 2022 - Present

- Streamlined the medication filling process at CVS Pharmacy, KS by introducing a series of new technologies that reduced waiting times for customers from an average of 30 minutes to 15.
- Increased customer satisfaction ratings in store surveys by 20%, helping the pharmacy become one of top-rated stores within its region.
- Developed and implemented a comprehensive training program for all incoming pharmacists which increased their proficiency levels with both technology and general knowledge about medications. This resulted in decreased errors during prescription processing timeframes by 25%.
- Worked closely with local physicians providing them access to critical patient information so they could make better treatment decisions; this collaboration led to improved health outcomes among patients while reducing medical costs associated with incorrect prescriptions being filled out.

● Pharmacy Technician at Walgreens, KS

Jul 2021 - Aug 2022

- Processed an average of 150 prescriptions per day with a 98% accuracy rate (Walgreens, KS): As the lead pharmacy technician at Walgreens in Kansas, I was responsible for processing prescription orders accurately and efficiently. During my tenure there, I consistently processed over 150 prescriptions daily while maintaining a near perfect accuracy rate of 98%.
- Developed policy to improve workflow efficiency by 10%: In order to reduce wait times during peak hours at our store, I developed innovative policies that increased staff productivity by 10%, thus improving customer satisfaction significantly.
- Trained 5 new technicians: Over the course of two years working as head Pharmacy Technician in this branch location; I successfully trained five new technicians who are now employed full-time within the company system.
- Led team on successful implementation project: When tasked with leading a major software implementation project involving all pharmacy personnel across multiple locations; I worked closely with other managers from various branches throughout completion ensuring successful deployment without any issues or delays resulting improved operational efficiencies.

● Pharmacy Intern at Hy-Vee Pharmacy, KS

Sep 2017 - Jun 2021

- Processed over 200 prescriptions per day, accurately and efficiently.
- Collaborated with pharmacists to assist in the preparation of compounded medications for patients.
- Developed a system that reduced waiting times by 15% for customers seeking medication refills or new orders at Hy-Vee Pharmacy.