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| **Andriana****Andriana.332883@2freemail.com** |
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| **ADMINISTRATIVE ASSISTANT/PHARMACY TECHNICIAN** |

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| Oversee daily operations. Skilled decision maker that works proactively in an outcome focused environment. Promote and maintain professional relationships. Ability to handle multiple projects with superb accuracy. Strong sense of urgency and problem solving skills. Exceptional customer service expertise. Ensure compliance with company’s policies and all employment laws. Solid organizational proficiency. Making sure pharmaceutical orders are placed accurately. Verify patient information, as well as serve as liaison between the scientists who create the drugs, the pharmacists, and the patients. Certified Microsoft Office User Specialist. Microsoft Word, Excel, Access, Power Point and Outlook. |

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| **AREAS OF EXPERTISE** |

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| * 10+ Supervisory
 | * Dept Mngmt
 | * Check Refills
 | * Motivation
 | * Ins Issues
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| * Human Resources
 | * Training
 | * Handle Clinical Issues
 | * Social Media
 | * City Time
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| * Compounding
 | * Fill Prescriptions
 | * Patient Follow Up
 | * Onboarding
 | * Counseling
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| * Performance Management
 | * Meditech
 | * Strategic Planning
 | * PK Software
 | * Research
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| **PROFESSIONAL EXPERIENCE** |

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| **Clerk** | **SOS Security LLC** | 2016 – Present |
| * Upload emails, data entry,
* Utilize System Elect 7 database to assign packets to voting site machines
* File testing documentation paperwork
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|  **Administrative Assistant/Pharm** | **Fisher Clinical Services,** Allentown, PA | 2016– Present |
| * Interacted and served as liaison with all the scientists, pharmacists, and clients, patients and consumers.
* Acted as the direct contact person for the Pharmacists, Scientists, and Patients
* Processed Prescriptions
* Produced and distributed correspondence memos, letters, faxes, forms, and order office supplies
* Addressed issues and solved issues concerning the insurance of the patient and insurance company.
* Assure quality of the pharmacy services
* Collecting organizing and evaluating information for direct patient care
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| **Internship at Brookdale Hospital**  | **Brooklyn,** NY | 2015 – 2016 |
| * Managed daily operations
* Assuring quality of pharmaceutical services
* Established and executed workflow improvements and monitored evaluation timeliness and accuracy
* Compounding
* Receive and screen prescriptions
* Developed and implemented procedures and policies
* Generated and enlarged a variety of statistical computerized reports using Meditech and PK
* Communicated and trained employees in compensation, health benefits and employee and labor relations
* Directed administration and maintenance of performance management program
* Responded to patient inquiries on compensation, health benefits and insurance issues
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| **Andriana Henry** |  | **(continued)** |

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| **Sales Representative (Computer Programming Analyst)**  | **Intrepid Payment Processing,** New York, NY | 2013 – 2016 |
| * Prepared reports and training manuals for sakes presentations to merchants
* Represented the Company and a Boutique style firm where all of the merchants needs will be met, with a coordinated team of recruited professionals, to execute all consumer and merchant issues
* Worked in partnership with Underwriters and sales brokers to help with the monetary needs of the merchant
* Designed internal marketing materials for the company to articulate their presentation to the merchant
* Participated in role play for strategizing and executing all sales
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| **Radio Shack**  **(Assistant Manager))** | **Bethlehem,** Pa | 2010– 2013 |
| * Supervised 3-9 Payroll-Time Management Auditors: directed implementation of policies, procedures, and curriculums
* Researched personnel changes: payroll history, hours, assignments, maternity and sick leave status to audit attendance reports
* Examined personnel work records to determine eligibility recruitment
* Investigated and resolved personnel problems pertaining to payroll and leave accounting
* Executed exceptional customer service support to that of the consumer and staff
* Trained new staff organization’s practices and polices
* Prepared quarterly statistical reports
* Conducted new employees' orientation: explicated department’s policies and procedures
* Authorized and processed compensation transactions and adjustments for loss time deductions, payroll and exit payments
* Reviewed reports and documents for compliance with Rules of the Company
* Evaluated performance of staff members
* Provided onsite technical guidance to staff on computer software programs and devices
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| **EDUCATION** |
| Manhattan Institute, New York, NYAssociates and Pharmacy Technician Diploma of Certification | Northampton Community College, Tannersville PaBA Journalism Degree |
| Berkeley College, NY, NYFashion Design Degree |  |