

# Amanda Freeman

Martinez, GA 30907

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Current Certified GA Paraprofessional

Current National PTCB Certified Pharmacy Technician

Authorized to work in the US for any employer

## Work Experience

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### **Certified Pharmacy Technician (CPhT)**

Wellstar-MCG Health-Augusta, GA

August 2023 to Present

### **Pre-K Paraprofessional**

Jamestown Elementary school-Augusta, GA

August 2022 to December 2022

- Participating in lesson planning sessions, and communicating with parents and school officials.
- Co-teaching lessons under the Teacher's guidance, leading small groups or individual instruction and discussions, and reviewing classwork.
- Organizing the classroom and teaching materials, monitoring the classroom during lessons, and minimizing distractions and disruptions.

### **Certified Pharmacy Technician**

CVS Health-Evans, GA

November 2021 to March 2022

- Preparing patient prescriptions
- Receive prescription requests
- Pricing prescriptions
- Interacting with patients
- Managing pharmacy inventory
- Processing medical insurance claims for medications
- Ensuring medications are properly stored
- Packaging and labeling pill and prescription bottles

### **Front-End Cashier**

Walmart Neighborhood Market-Martinez, GA

March 2021 to November 2021

Registers sales on a cash register by scanning items, itemizing and totaling customers' purchases.

- ◆ Resolves customer issues and answers questions.
- ◆ Collects payments by accepting cash, check, or charge payments from customers and makes change for cash customers.

## **Certified Pharmacy Technician**

Walmart Neighborhood Market-Martinez, GA

July 2020 to March 2021

assisting licensed pharmacists in the administration and handling of prescription drugs for patients

- ◆ ensures that proper levels of drugs are measured accurately and delivered to customers
- ◆ ensures that medications are properly stored, labeled, and inventoried at all times
- ◆ helps maintain patients' records in order to note any drug-interaction problems and refer them to licensed pharmacists
- ◆ Enters patient's information into computer accurately and efficiently
- ◆ Maintains a clean and organized work station

## **Certified Pharmacy Technician**

Kroger Pharmacy-Augusta, GA

February 2019 to July 2020

Enter patient's information into computer accurately and efficiently

- ◆ Tender customer transactions in a quick and efficient manner
- ◆ Understand and follow the guidelines in scanning every item
- ◆ Understand and follow the company guidelines on tendering electronic fund transactions such as Credit/Debit Cards, EBT and Gift Cards, as well as cash and check transactions
- ◆ Understand and adhere to guidelines on accepting and tendering vendor coupons, limits on cash shortages and company shrink guidelines
- ◆ Understand the operation of the cash register and follow all cashier handling policies to prevent loss
- ◆ Maintain a clean and organized work station
- ◆ Create an environment that enables customers to feel welcome, important and appreciated by answering questions regarding products sold throughout the store
- ◆ Reinforce safety programs by complying with safety procedures and identify unsafe conditions and notify store management
- ◆ Practice preventive maintenance by properly inspecting equipment and notify appropriate department or store manager of any items in need of repair
- ◆ Notify management of customer or employee accidents
- ◆ Report all safety risks or issues, and illegal activity, including robbery, theft or fraud

## **Front-End Cashier**

Kroger Pharmacy-Augusta, GA

December 2017 to January 2019

Met and greeted customers

- ◆ Rang up purchases
- ◆ Answered questions about products, policies, and services
- ◆ Communicated with coworkers and maintained a clean work environment
- ◆ Performed basic mathematic functions and operated cash registers

## **Online Technical Support**

TaxSlayer, LLC-Evans, GA

December 2016 to April 2017

Provided high quality customer service by answering inbound phone calls in a call center environment; Provided technical support when appropriate

- ◆ Provided information on the TaxSlayer product, including answering questions about the program functionality and basic tax preparation inquiries
- ◆ Logged all contact with clients into the client management system

- ◆ Resolved customer inquiries and communicated ongoing issues to the customer support leadership team

### **Registered Pharmacy Technician**

Walmart Supercenter-Grovetown, GA

December 2015 to November 2016

Helped patients by greeting them in person and by phone; answering questions and requests; referring inquiries to the pharmacist.

- ◆ Maintained pharmacy inventory by checking pharmaceutical stock to determine inventory level; anticipated needed medications and supplies; placed orders; verified receipt; removed outdated drugs.
- ◆ Maintained a safe and clean pharmacy by complying with procedures, rules, and regulations.
- ◆ Organized medications for pharmacist to dispense by reading prescriptions; prepared labels; calculated quantities.

### **Cashier**

Kroger Pharmacy-Martinez, GA

October 2014 to November 2015

Assist customers with purchasing decisions and checking out

### **Pharmacy Technician Student Extern**

Barney's Pharmacy-Augusta, GA

August 2015 to August 2015

Checked inventory for drug recall products

- ◆ Ordered new inventory daily
- ◆ Filled prescriptions, counted pills, and verified medications from "robot" for correctness

### **Pharmacy Technician Student Extern**

HealthSouth-Augusta, GA

June 2015 to July 2015

Educated patients on medications

- ◆ Prepared Mini-bag plus for nurse staff
- ◆ Labeled IV batches and restocked as necessary
- ◆ Replenished PYXIS machine with medications (Cart fill)
- ◆ Assisted with inventory management, checked for out-of-date medications
- ◆ Recorded daily temperatures
- ◆ Delivered missed doses and PRN drugs every hour

### **Pharmacy Associate**

Rite Aid Pharmacy-Augusta, GA

March 2010 to July 2011

Worked as the primary resource in assisting and serving customers (via phone and in person)

- ◆ Delivered exceptional customer service, operated the cash register, and conducted customer transactions
- ◆ Retrieved prescriptions from the will-call area for customers
- ◆ Assisted with prescription processing where applicable by law

## Education

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### **Certificate**

Virginia College - Augusta, GA

September 2015

### **n/a**

Georgia Military College - Augusta, GA

August 2000 to June 2001

### **High school diploma or GED**

## Skills

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- Pharmacy Technician Experience
- Order Entry
- Insurance Verification
- Typing
- HIPAA
- Phone Etiquette
- Customer service
- Cash Handling
- Medical Terminology
- Inventory control
- English
- Cashiering
- Data Entry
- Microsoft Word
- Computer Skills
- Computer Operation
- Microsoft Office
- Communication skills
- Driving
- Medical terminology
- Customer service
- HIPAA
- Order entry
- Typing
- Photography
- Cash register
- Security
- Cash handling

- Guest services
- Windows
- Data entry
- Communication skills
- Time management
- Hospitality
- Computer skills
- Organizational skills
- Technical support
- Basic math
- Microsoft Office
- Microsoft Outlook
- English
- Microsoft Word
- Microsoft Powerpoint
- Phone etiquette
- Microsoft Excel
- Filing
- Transcription
- Pharmacy technician experience

## Certifications and Licenses

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### **PTCB Certification**

August 2017 to August 2025

### **Georgia Department of Pharmacy**

February 2018 to August 2025

### **Driver's License**

### **Pharmacy Technician Certification**

### **Pharmacy Technician License**

### **Pharmacy Intern License**

### **Registered Pharmacy Technician**

## Assessments

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### **Customer focus & orientation — Completed**

October 2021

Responding to customer situations with sensitivity

Full results: [Completed](#)

### **Work style: Reliability — Proficient**

March 2022

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Proficient](#)

### **Typing — Completed**

March 2022

Transcribing text

Full results: [Completed](#)

### **Management & leadership skills: Impact & influence — Proficient**

October 2021

Choosing the most effective strategy to inspire and influence others to meet business objectives

Full results: [Proficient](#)

### **Administrative assistant/receptionist — Proficient**

March 2022

Using basic scheduling and organizational skills in an office setting

Full results: [Proficient](#)

### **Data entry: Attention to detail — Proficient**

March 2022

Maintaining data integrity by detecting errors

Full results: [Proficient](#)

### **Delivery driver — Proficient**

March 2022

Interpreting instructions or signs and solving problems

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.