RAFAEL MENDOZA

CERTIFIED PHARMACY TECHNICIAN

CONTACT

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SUMMARY

Certified pharmacy technician with 5 years in retail and long-term care pharmacy, now packaging medications for 38 nursing homes. Handles order entry with medical terminology, inventory control for controlled drugs and small-batch work with aseptic technique. Keeps HIPAA records clean and answers nurses and patients with patient, clear customer service.

SKILLS

- Inventory Control
- Medical Terminology
- Aseptic Technique
- HIPAA
- Long-Term Care Packaging
- Controlled Substance Counts
- Excel
- Word
- Customer Service
- Attention to Detail

EDUCATION

Certificate 05/2021

St. Philip's College
San Antonio, TX
Pharmacy Technician

CERTIFICATES

Certified Pharmacy Technician (CPhT)

05/2021

Pharmacy Technician Certification Board (PTCB)

Registered Pharmacy Technician

06/2021

Texas State Board of Pharmacy

EXPERIENCE

Certified Pharmacy Technician 01/2023 - Present

Alamo Long-Term Care Pharmacy San Antonio, TX

Closed-door pharmacy supplying 38 nursing homes and assisted living facilities.

- Package **1,400** blister cards a week for 38 facilities at 99.8% accuracy on pharmacist checks.
- Manage inventory control for Schedule II-V drugs, reconciling counts weekly with zero discrepancies in 2 DEA audits.
- Process new admission orders from faxed charts, using medical terminology to flag 15–20 unclear orders a week.
- Coordinate couriers for stat nurse requests, meeting the 4-hour delivery window on 97% of orders.

Pharmacy Technician 06/2021 - 12/2022

Mission Trail Pharmacy San Antonio, TX

Community pharmacy with a small sterile compounding area.

- Prepared **30** sterile syringes and eye drops a week with aseptic technique in a laminar airflow hood.
- Delivered customer service to 200+ patients a day at pickup and drive-through, with 4.8/5 survey scores.
- Updated HIPAA-protected patient profiles with allergies and new insurance for about 50 patients a day.
- Built weekly reorder lists in Excel from sales data, cutting emergency wholesaler orders by 35%.