Marcus Whitfield

PHARMACY CLERK

Columbus, OH | (614) 555-0193 | marcus.whitfield@email.com | linkedin.com/in/marcuswhitfield

SUMMARY

Pharmacy clerk with 2 years at the register of a grocery-store pharmacy that fills about 400 prescriptions a day, plus a year of front-end retail. Handles prescription pickups, the phone queue and will-call bins with steady customer service, and follows HIPAA rules on every sale. Refers medication questions to the pharmacist and keeps the counter moving at rush hour.

SKILLS

Customer Service • HIPAA • Confidentiality • Basic Computer Skills • Prescription Pickups • Cash Handling
Point of Sale Systems • Phone Triage • Will-Call Management • Attention to Detail

EXPERIENCE

Pharmacy Clerk 09/2024 - Present

Olentangy Market Pharmacy Columbus, OH

Grocery-store pharmacy with 2 pharmacists and 4 technicians, open 7 days a week.

- Process **150+** prescription pickups per shift at the pharmacy register, checking ID and date of birth first.
- Handle about 80 calls a day, routing refill requests to technicians and drug questions to the pharmacist.
- Organize will-call bins by last name and pull orders left over 10 days, cutting return-to-stock backlog by 30%.
- Maintain confidentiality by keeping the consultation line clear and discussing orders only with verified patients.
- Track order status, print receipts and log signatures for 20+ controlled drug pickups a day using basic computer skills.

Front End Cashier 06/2023 - 08/2024

Westgate Hardware & Home Columbus, OH

Part-time role at a family-owned hardware store.

- Handled cash and card sales of **$3,000+** per shift, with drawers balanced on 99% of closing counts.
- Resolved returns and price questions for 100+ customers a day, calling a manager in fewer than 5% of cases.
- Replenished 6 aisles each closing shift so shelves were full for the morning contractor rush.

EDUCATION

High School Diploma 05/2023

Whetstone High School Columbus, OH

General Studies

CERTIFICATES

HIPAA Privacy and Security Training 10/2024

Olentangy Market Pharmacy