Tyler Mendez

Retail Pharmacist

Retail pharmacist with 3 years at a busy Kansas City community pharmacy filling about 350 prescriptions a day. Focused on patient counseling, patient education and drug information, with fast, accurate checks and strict confidentiality. Runs flu clinics and medication therapy management reviews, and keeps the counter moving with good customer service.

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EXPERIENCE

Retail Pharmacist

07/2023 - Present

Heartland Neighborhood Pharmacy — Kansas City, MO

Staff pharmacist at a drive-thru community pharmacy in a regional chain.

- Handle prescription verification on about **350** fills a day with 4 technicians, keeping wait times under 15 minutes.
- Counsel 40+ patients a day on new medications, with patient counseling offered on every new fill.
- Administer 1,300 immunizations a year and run 6 weekend flu clinics each fall.
- Complete 250 medication therapy management reviews a year, closing adherence gaps on statins and diabetes drugs.

Pharmacy Intern

06/2020 - 05/2023

Plaza Community Pharmacy — Kansas City, MO

Part-time internship at an independent pharmacy during pharmacy school.

- Processed **120** prescriptions a shift and fixed insurance rejections before pharmacist verification.
- Handled 30+ drug information calls a week on OTC products and drug interactions.
- Built a patient education handout series on 8 common drug classes for the counter.

Pharmacy Technician

08/2018 - 05/2020

Northland Health Pharmacy — Gladstone, MO

Part-time technician role before pharmacy school.

- Filled **200+** prescriptions a day under pharmacist supervision while following HIPAA privacy rules.
- Delivered quick customer service at pickup, handling 100+ patients a shift.
- Organized the will-call bins and return-to-stock process for 300 waiting prescriptions a week.

CERTIFICATES

Missouri Pharmacist License

07/2023

Missouri Board of Pharmacy

Pharmacy-Based Immunization Delivery

09/2021

American Pharmacists Association

SKILLS

Patient Counseling
Patient Education
Drug Information
Medication Therapy Management
Immunizations
Prescription Verification
Confidentiality
HIPAA
Customer Service
Communication Skills

EDUCATION

Doctor of Pharmacy (PharmD)

05/2023

University of Missouri-Kansas City School of Pharmacy

Kansas City, MO

Pharmacy