

# Ellen Jones

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## ~ PHARMACY MANAGEMENT ~

Meticulous and business-focused Pharmacy Manager with experience in managing and executing all aspects of pharmacy operations for multiple locations including P&L, team building and development, staff management, medications and prescriptions, and administrative management functions. Adept in leading operations and strategic direction through the analysis of critical business requirements and the development of innovative operational solutions for enhancing organizational focus, spearheading growth, and increasing profitability and long-term value. Proficiency in establishing relationships with customers, healthcare professionals and insurance providers.

### PROFESSIONAL EXPERIENCE

**XYZ Pharmacy** **Somewhere, CA** **8/2002–Present**

*Pharmacist-owned retail pharmacy with 3 locations and dedicated to providing exceptional service and educational resources to patients and clinics nationwide.*

#### **PHARMACY/OPERATIONS MANAGER**

**Managed and oversaw all aspects of daily operations and staff consisting of 7 pharmacists, 6 nurse, and 12 pharmacy technician/call center agents. Report directly to the President and CEO.**

- Played integral part in the building and development of the call center and its daily operating procedures.
- Led in the interviewing, selection and training of technical and support staff for all 3 locations.
- Conducted gross margin analyses and produced operational reports for management.
- Worked with the insurance coordinator on any issues with 3rd party insurance plans, including assisting in adding new plans to the company and resolving 3rd party authorizations.
- Hand picked to launch a total revised business plan and to oversee the implementation of a new computer operating system; delivered recommendations to the software company to customize the Rx processing system to meet company needs; realized annual revenue growth of over 58% over a 4-year span.
- Worked with IT department on a 78% ordering improvement to the company's online prescription system.
- Provided educational training to company staff regarding new accounts and patient protocols.

**ABC Long Term Care Pharmacy** **Somewhere, CA** **5/1993–8/2002**

*Independently owned long-term care pharmacy and premier supplier of pharmacy services to skilled nursing facilities w/ hospice, long term care nursing homes with specialty Alzheimer's units, residential manors, alcohol and drug rehabilitation centers, and adult group homes.*

#### **STAFF PHARMACIST/CONSULTANT PHARMACIST/INFUSION PHARMACIST**

**Managed daily operations and led the growth of facility from 3 pharmacists and 2 technicians to 9 pharmacists, 10 technicians, 5 nurses and 1 sales manager.**

- Built and established a workflow for the processing of prescriptions, intake of numerous new patient admissions and the evaluation of prescription orders.
- Thoroughly screened patient records and each prescription for allergies, contraindications, appropriate dosage, route of administration, drug interactions, duplication of therapy and disease limitations; provided immediate feedback to nursing staff in regards to and clinical adjustments when appropriate.
- Managed the verification and dispensing of prescriptions prepared by pharmacy technicians; experienced with multiple dispensing systems including blister paks and unit dose; provided services to infusion therapy patients.
- Served as a member of a multi-disciplinary team that met quarterly on topics regarding Quality Assurance, Infection Control and Behavior Monitoring.

### EDUCATION

**LICENSED PHARMACIST ~ STATE OF CALIFORNIA #012345678 (Exp. Dec 2012)**

**DOCTOR OF PHARMACY**, University of California (5/2002)

**BACHELOR OF SCIENCE ~ PHARMACY**, Hampton University (8/1999)

**ASSOCIATE OF SCIENCE ~ BIOLOGY**, Northern Virginia College (8/1997)

**Pharmacy-Based Immunization Delivery ~ State of California CPN # 123-0014 (Exp. 4/2014)**