

RICHA PATEL, PHARM. D.

Dallas, TX

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MEDICATION THERAPY MANAGEMENT | PATIENT ADVOCATE | COMPASSIONATE CARE

A quality-focused, detail-oriented multilingual Pharmacist with experience supporting the management, oversight, and operation of all aspects within a pharmacy. Exemplary academic achievements include Doctor of Pharmacy from Nova Southeastern University and an advanced certification in Pharmacist Immunization Delivery. Utilize industry expertise to provide pharmacological education, mentoring, and training to pharmacy staff to develop professional, collaborative teams. Cultivate positive relationships with customers, medical professionals, and insurance providers—leveraging communication skills in English, Hindi, and Gujarati to converse with clarity and diplomacy to individuals from diverse backgrounds and expertise. Currently licensed in Michigan and Texas.

CORE COMPETENCIES

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| ▪ HIPAA Trained | ▪ Medication Therapy Mgmt. | ▪ Technical Skills |
| ▪ Inventory Management | ▪ Communication | ▪ Customer Service |
| ▪ Medication Compounding | ▪ Abbreviation Comprehension | ▪ Prescription Assessments |
| ▪ Patient Care Interaction | ▪ Phone Etiquette | ▪ Patient Safety |
| ▪ Regulatory Requirements | ▪ Quality Assurance | ▪ Personnel Management |
| ▪ Loss Prevention | ▪ Workflow Management | ▪ Financial Profitability |

PROFESSIONAL EXPERIENCE

FIESTA MLK PHARMACY | DALLAS, TX | 2019 TO PRESENT

Pharmacist

- Display empathy and compassion for patients, customers, caregivers, and colleagues.
- Communicated with 3 cross-functional team members regularly, building relationships throughout the pharmacy to ensure goal achievement.
- Effectively handled up to 150 patients daily, ensuring each is provided with high-quality service, attention, and consideration.
- Managed up to 200 critical tasks daily to prepare medications, including verifying prescriptions for accuracy before dispensing; checking each patients' medication record for every new or refill prescription; reviewing and interpreting physician orders and detecting therapeutic incompatibilities; dispensing medications by compounding, packaging, and labeling pharmaceuticals; monitoring drug therapies and advising interventions; maintaining records for controlled substances; and removing outdated and damaged drugs from the pharmacy inventory.
- Supervise, inspire, and develop pharmacy support staff by balancing assignments that maximize colleagues' strengths, address growth opportunities, and decrease knowledge gaps.
- Maintained a heavy influx of email/phone correspondence, responding to more than 20 messages per day from both customers and colleagues.
- Identify critical business opportunities and contribute to the development of meaningful solutions to drive growth and improve performance in the pharmacy.

RITE AID | FRANKENMUTH, MI | 2017 TO 2019

Pharmacist

- Provided excellent customer service at drop-off and pick-up counters.
- Effectively handled up to 200 patients daily, ensuring each is provided with high-quality service, attention, and consideration.

- Managed up to 350 critical tasks daily to prepare medications, including verifying prescriptions for accuracy before dispensing; checking each patients' medication record for every new or refill prescription; reviewing and interpreting physician orders and detecting therapeutic incompatibilities; dispensing medications by compounding, packaging, and labeling pharmaceuticals; monitoring drug therapies and advising interventions; maintaining records for controlled substances; and removing outdated and damaged drugs from the pharmacy inventory.
- Advanced workflow procedures to maximize productivity and reduce errors.
- Trained, coached, and motivated pharmacy technicians.
- Accurately recorded and verified compounded products.
- Maintained drug inventory levels by ordering the necessary medications and supplies.
- Recommended over-the-counter medications to the patients.
- Adapt to change and adjust plans to thrive in a dynamic community healthcare setting.

ASSURED RX PHARMACY | CLEARWATER, FL | 2015

Pharmacy Intern

- Transferred prescription in and out of the pharmacy.
- Coordinated and transcribed prescription transfers.
- Communicated with the healthcare providers and patients via fax or telephone.
- Checked for outdated medications.

ASSURED RX PHARMACY | CLEARWATER, FL | 2013 TO 2014

Pharmacy Technician

- Prepared labels and filled prescription accordingly.
- Oversaw inventory levels, received and stored incoming inventories, verified quantities against invoices, and checked for outdated medications.
- Read and correctly entered information for prescriptions, new patients, and insurance.

EDUCATION

Nova Southeastern University, Fort Lauderdale, FL: 2017

Doctor of Pharmacy

- **Relevant Coursework:** Pharmacy Management and Economics, Pharmacy Law, Calculations and Compounding, Pharmaceutics, Pharmacology
- **Clubs/Activities:** Class Treasurer (2014-2015), International Professional Student Association

Dharmsinh Desai University, Gujarat, India: 2012

Bachelor of Pharmacy

- **Relevant Coursework:** Pharmaceutical Engineering, Pharmacognosy, Pharmacology, Biostatistics, Organic/Inorganic Chemistry
- **Clubs/Activities:** Volleyball, Cricket
- **Relevant Projects:** Pharmacosomes

Certifications

- Michigan Pharmacist and Controlled Substance License
- Texas Pharmacist and Controlled Substance License
- Immunization Certification
- CPR Certification

ADDITIONAL CREDENTIALS

TECHNICAL SKILLS	Rx30 / PioneerRx / PrimeRx / Microsoft Office (Word, Excel, PowerPoint, Outlook) / Google Docs / Google Drive / Dropbox
LANGUAGES	English, Hindi, Gujarati
PROFESSIONAL DEVELOPMENT	Clinical Rotations (2014-2016) – Kindred Hospital Infectious Disease, CVS Advance Community, Walgreen's Ambulatory Care, Morton Plant Hospital Cardiology, NSU College of Pharmacy, Florida Hospital Tampa Medication Safety, Walgreen's Customer Operations (Miami Lakes), Florida Hospital Tampa Internal Medicine, Cleveland Clinic Hospital, and Publix Pharmacy.
VOLUNTEERISM	Immunization Clinic
INTERESTS	Travelling, Video Games, Photography, Boardgames, Baking, Gardening