

George E. Wright, Jr., C-R. Ph.

Licensed Pharmacist Certified to Administer Immunizations

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SUMMARY

Professional committed to delivering valuable patient care. Pharmacy Management Skills and Medication Therapy Management. Provide interpersonal skills with customers, medical professionals and healthcare providers.

CORE COMPETENCIES

- Customer Service
- Quality Assurance
- Inventory Management
- Loss Prevention

PROFESSIONAL EXPERIENCE

CVS PHARMACY, Seminole, FL

Pharmacy Manager, Aug 2004 – Feb 2014

Acquired Eckerd Drugs

- Supervised 7 pharmacists, 12 technicians, and 3 interns
- Customer Service- Coached associates to ensure team members provide excellence in customer service. Evaluate pharmacy customer service with the appropriate available tools. Respond and resolve inquiries to customer satisfaction. Assigned associate members to outreach calls. Emotionally engaged and empathized with the needs and condition of the patient resulting in positive outcomes.
- Personnel Management- Ensured compliance with all state and federal regulatory requirements. Assigned lead pharmacy technician for work assignments. Communicate openly and caringly. Modeled professionalism. Motivate and inspire autonomous behavior.
- Operations- Managed Pharmacy Operations in order to maintain patient safety and health, such as, HIPAA, OBRA, OSHA and DEA regulations follow legal state and federal regulatory requirements. Training and compliance of policies are conducted to ensure patient safety, patient care, and health documentation with Continuous Quality Improvement (CQI) supports accountability.
- Financials- Ranked 3rd in the district for meeting and exceeding scripts to budget, targeted inventory level, customer experience, and courteous and professional. Utilized the Key Performance Indicator (KPI) Tool to help find the strengths and weaknesses where indicated to maintain or identify to improve performance by setting goals to accomplish them.
- Inventory Management- No shrink in inventory. Managed inventory by ordering majority of goods from warehouse and using jobber only when needed such as warehouse outs. Returned excess inventory where needed and expired goods according to policy. Assigned associates task of ordering according to targeted inventory levels.
- Preceptor- Supervised 3 interns by inspiring professionalism to mentor and to mentor others in the best practices of pharmacy. Counseling, testing and creating strategy with interns and staff.

ECKERD DRUGS, Clearwater, FL

Pharmacy Manager, Aug 1994 – Aug 2004

Acquired Rite Aid Drugs

- Supervised 4 pharmacists, 10 technicians, and 2 interns
- Operations- Established new workflow and improving wait-time prescription volume increased by 33%.
- Customer Service- Increased in number of customers and more satisfied with service.
- Financials- Increased sales because of increased prescription volume.
- Inventory Management- Improved shrinkage and turnover rate in inventory due to increased volume.

RITE AID PHARMACY, New Port Richey, FL

Pharmacy Manager, Aug 1988 – Aug 1994

Acquired SuperX Drugs

- Supervised 4 pharmacists, 5 technicians, and 2 interns
- Trained pharmacists during takeover of Revco in North Tampa. Instructed on Pharmacy Operations Policies and Procedures, register, computer and ordering systems.
- Traveled to Ocala to assist in inventory counts of private owner for sale to Rite Aid.

LICENSE

FLORIDA LICENSED PHARMACIST

EDUCATION

FLORIDA A&M UNIVERSITY, Tallahassee, FL

Bachelor of Science in Pharmacy

MISERICORDIA HOSPITAL, Philadelphia, PA

Externship

FITZGERALD MERCY HOSPITAL, Darby, PA

Externship and Internship

ORGANIZATION

- Member of the Florida Pharmacy Association

ADDITIONAL SKILLS

- Medication Therapy Management
- Immunizations
- C.P.R., A.E.D

REFERENCES

Ella Mae Curtis, C-R. Ph.
(727) 799-7760

Nancy Hamilton, C-R. Ph.
(813) 855-6942

Ryan Silva, C-R. Ph.
(413) 841-9277