

Danna Powell

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SUMMARY

Driven pharmacy student passionate about delivering high-quality service and improving customer experience in the pharmacy sector. Acquired extensive insights into pharmacy operations and regulations through academic projects and internships. Demonstrated skills in effective communication, teamwork, and problem-solving while assisting peers and customers. Proven commitment to maintaining confidentiality, ethical standards, and organizational compliance. Eager to apply this knowledge to a pre-grad internship role, creating meaningful contributions and fostering positive experiences for all stakeholders.

EDUCATION

Bachelor of Science in Pharmacy

University of Toledo GPA: 3.8

2027

Toledo, OH

Coursework: Pharmacy Law, Pharmaceutical Care, Patient Communication, Drug Formulations

TECHNICAL SKILLS

- **Pharmacy Management Tools:** PMS Software, Automated Dispensing Systems, Inventory Management Systems
- **Communication Tools:** Email Platforms, Messaging Apps, Presentation Software
- **Data Analysis Tools:** Excel, R, SPSS
- **Research Methodologies:** Quantitative Analysis, Qualitative Interviews, Surveys
- **Presentation Tools:** PowerPoint, Google Slides, Poster Creation Software
- **Project Management Tools:** Trello, Asana, Notion
- **Customer Service Technologies:** CRM Software, Point of Sale Systems, Chatbots
- **Compliance Standards:** HIPAA, OSHA, State Pharmacy Regulations
- **Clinical Knowledge Bases:** Drug Interaction Databases, Medical Journals, Pharmacy Textbooks
- **Mock Pharmacy Operations:** Role-Playing Scenarios, Simulation Softwares, Educational Workshops

SKILLS

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|-----------------------|---------------------------|-----------------------|-------------------------|
| • Pharmacy Management | • Communication | • Research Skills | • Regulatory Compliance |
| • Customer Service | • Ethical Practices | • Problem Solving | • Public Speaking |
| • Data Analysis | • Prescription Processing | • Time Management | • Safety Protocols |
| • Team Collaboration | • Inventory Management | • Patient Interaction | • Software Proficiency |

EXPERIENCE

Pharmacy Assistant Intern

January 2026 - Present

University Project

Remote

Focused on simulating comprehensive pharmacy operations while enhancing customer service skills. Engaged hands-on with prescription processing, reinforcing compliance with safety protocols. Collaborated within a team structure, implementing feedback loops for service improvements, ensuring real-world application and impactful learning.

- Collaborated with a team to simulate pharmacy operations, focusing on prescription processing and customer service.
- Developed customer interaction scenarios to enhance service delivery skills while maintaining compliance with safety regulations.
- Conducted research on pharmacy best practices and presented findings to classmates, emphasizing customer care and ethical standards.
- Participated in the organization and maintenance of a mock pharmacy area, ensuring a realistic training environment for fellow students.
- Assisted in stocking and managing inventory for project supplies, learning effective merchandise presentation techniques.
- Engaged in role-playing exercises to improve communication and problem-solving skills in customer interactions.

Pharmacy Research Assistant

September 2025 - December 2025

Academic Research

Toledo, OH

Supported a faculty-led research initiative focused on medication adherence by analyzing data and engaging with community pharmacies. Fostered connections while gathering essential insights into patient-pharmacist dynamics, contributing to knowledge sharing on operational challenges.

- Supported a research project on medication adherence among patients, gathering and analyzing data to identify key patterns.

- Assisted in preparing documentation for research findings, ensuring accuracy and adherence to ethical guidelines.
- Engaged with local community pharmacies to understand operational challenges and customer interaction dynamics.
- Collaborated with faculty to design surveys aimed at assessing patient education needs regarding medications.
- Presented research results at a university symposium, enhancing public speaking and presentation skills.
- Contributed to the development of recommendations for improving patient-pharmacist communication.

Pharmacy Tech Developer

March 2025

Hackathon Project

Toledo, OH

Actively developed a prototype pharmacy management application within a competitive hackathon framework, successfully transforming innovative ideas into functional solutions under time constraints but collegiate support. Captured audience attention through impactful visuals and user-centric functionality that addressed real-world issues.

- Participated in a university hackathon focused on creating a pharmacy management app to streamline prescription workflows.
- Designed user interface mockups and user experience flows, incorporating feedback from pharmacy students and professionals.
- Collaborated with a team to present a functional prototype, receiving positive feedback from judges for innovation.
- Conducted market research to identify user needs and preferences for pharmacy-related applications.
- Implemented features for secure patient data management, emphasizing confidentiality and compliance.
- Engaged in post-hackathon discussions to explore potential enhancements and real-world applications of the project.

LEADERSHIP & AWARDS

- Dean's List, University of Toledo (2025)
- First Place, University Pharmacy Hackathon (2025)

CERTIFICATIONS

- Pharmacy-Based Immunization Delivery Certification 📅 2026
- Medication Therapy Management Certificate 📅 2026

PROFESSIONAL AFFILIATIONS

- Member, Pharmacy Student Association (2024 – Present)
- Volunteer, Community Health Fair (2025)

LANGUAGES

- English (Native)
- Spanish (Proficient)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST