



Asha Todd

Senior Staff Pharmacist, Specialty Pharmacy

☎ (614) 555-2948 ✉ asha.todd@example.com

🌐 linkedin.com/example/ashatodd 📍 Dublin, OH 43017

STRENGTHS



Clinical Review

Caught unclear directions and incomplete orders early, giving prescribers a clear path toward safe, accurate fulfillment.



Patient Counseling

Patients received practical guidance on specialty therapies, interactions, and adherence, with questions handled in plain language.



Operational Leadership

Technicians and newer pharmacists had a reliable resource for queue decisions, workflow exceptions, and quality questions.



Issue Resolution

Shipment delays and dispensing concerns moved forward through calm coordination with patients, prescribers, and service teams.



Regulatory Judgment

Controlled substance reviews followed required checks and documentation, with questionable orders escalated through proper channels.

SKILLS

Prescription Review

Patient Counseling

Drug Interactions

Controlled Substances

Quality Assurance

Order Processing

Prescriber Communication

Problem Solving Customer Service

Timeline Management

Pharmacy Leadership

SUMMARY

Licensed pharmacist with eight years of experience across specialty, mail order, community, and **high volume pharmacy operations** supporting **patients with chronic and complex conditions**. Active **Ohio pharmacist license** remains in good standing, supported by strong practice in prescription interpretation, clinical review, **controlled substance validation**, medication counseling, drug interaction assessment, and regulatory compliance. Daily work includes final verification, prescriber clarification, transfer authorization, preferred medication evaluation, technician oversight, quality assurance, and resolution of shipment or dispensing concerns. Clear communication with patients, prescribers, pharmacists, technicians, fulfillment teams, and customer service partners keeps orders accurate and timelines visible. Experience training developing staff and adapting priorities during changing workloads supports safe, responsive pharmacy operations that protect patients and sustain reliable service.

EXPERIENCE

Senior Staff Pharmacist, Specialty Pharmacy

Cardinal Ridge Specialty Pharmacy 📅 August 2022 - Present 📍 Columbus, OH

Lead final review and **quality oversight** for specialty prescriptions serving **patients with chronic and complex conditions**. Guide technicians and developing pharmacists, resolve clinical and service exceptions, and coordinate fulfillment, benefits, customer service, and prescriber teams across changing volume.

- Verified specialty prescriptions and system entries before dispensing, protecting clinical accuracy for chronic therapy patients.
- Clarified drug names, strengths, directions, quantities, and authorizations with prescribers and patients before fulfillment.
- Validated **controlled substance prescriptions** and documented exceptions through established **clinical review** channels.
- Counseled patients on specialty therapy use, adherence, precautions, and potential **drug interactions** during treatment.
- Coached technicians and developing pharmacists on workflow exceptions, verification practices, and quality standards.
- Resolved **lost shipments**, dispensing concerns, transfers, and outstanding orders with cross functional service teams.

Staff Pharmacist, Mail Order Pharmacy

Midwest Clinical Mail Pharmacy 📅 July 2020 - July 2022 📍 Westerville, OH

Managed high volume mail order verification, clinical clarification, patient counseling, technician queues, and competing production priorities. Supported accurate fulfillment by combining patient profile review with responsive coordination across physician offices and pharmacy operations.

- Compared prescriber instructions, system data, patient profiles, and medication histories during high volume verification.
- Obtained clarifications, new prescriptions, and **transfer authorizations** from physician offices before **order processing**.
- Reviewed generic and preferred medication opportunities with **prescribers** while preserving intended therapy.
- Provided telephone counseling on **medication use**, precautions, adherence, and interaction concerns for **mail order** patients.
- Corrected technician data discrepancies before verification and reinforced consistent quality practices across work queues.
- Shifted priorities among urgent clarifications, verification queues, customer issues, and service deadlines during **peak volume**.

Regulatory Compliance

Chronic Care Generic Substitution

Service Recovery

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



- Senior Staff Pharmacist, Specialty Pharmacy at Cardinal Ridge Specialty Pharmacy (4.2 Years)
- Staff Pharmacist, Mail Order Pharmacy at Midwest Clinical Mail Pharmacy (2 Years)
- Pharmacist, Community Pharmacy Services at Buckeye Community Pharmacy Services (1.9 Years)
- Graduate Pharmacist and Pharmacist, Pharmacy Operations at Central Ohio Health Pharmacy (1 Years)

Pharmacist, Community Pharmacy Services

Buckeye Community Pharmacy Services 📅 July 2018 - June 2020 📍 Gahanna, OH

Delivered **prescription interpretation**, final verification, counseling, controlled substance review, and **customer service** across chronic care and maintenance therapies. Directed technician workflow during busy periods and maintained accurate communication with patients, prescribers, and pharmacy staff.

- Interpreted chronic care prescriptions and reviewed patient profiles before final verification and dispensing.
- Resolved **strength**, direction, duplication, and missing information discrepancies through timely **prescriber clarification**.
- Counseled patients on use, adherence, precautions, and interactions while documenting significant clinical communications.
- Reviewed **controlled substance prescriptions** for completeness, validity, records, and policy compliance before release.
- Prioritized technician workflow, checked data entry **accuracy**, and maintained safe handoffs during busy periods.
- Resolved refill, transfer, delayed order, and dispensing questions through clear patient and prescriber communication.

Graduate Pharmacist and Pharmacist, Pharmacy Operations

Central Ohio Health Pharmacy 📅 June 2017 - June 2018 📍 Columbus, OH

Progressed from supervised graduate practice into licensed pharmacist responsibilities while building capability in verification, counseling, dispensing controls, technician guidance, and customer issue resolution. Supported accurate documentation and timely escalation across changing daily volumes.

- Progressed from supervised practice to licensed duties in **prescription interpretation**, verification, counseling, and dispensing.
- Reviewed **prescription data** against patient profiles and prescriber directions before processing incomplete orders.
- Counseled patients on **directions**, adherence, storage, and interaction precautions under clinical documentation standards.
- Checked controlled medication elements and maintained accurate records for pharmacist and regulatory review.
- Guided technicians on queue priorities, data corrections, and complete documentation as licensure responsibilities expanded.
- Managed refill requests, transfer communications, and customer questions while escalating clinical issues promptly.

PROJECTS

Specialty Prescription Quality Review 📅 2024

Created a practical review workflow for specialty prescriptions, focusing on clinical completeness, authorization details, patient safety, and clear escalation across pharmacy operations.

Mail Order Service Recovery 📅 2021

Coordinated resolution of delayed orders, lost shipments, and customer concerns through clear status tracking and communication with pharmacy service teams.

LEADERSHIP & AWARDS

- Recognized by pharmacy leadership for dependable clinical review and patient safety support during specialty operations.
- Selected to coach developing pharmacists and technicians on verification quality, workflow exceptions, and documentation standards.
- Earned trusted partner status among prescriber offices and service teams through clear issue resolution and timely follow up.

EDUCATION

Doctor of Pharmacy

Ohio State University 🎓 GPA: 4.0 📅 2017 📍 Columbus, OH

Coursework: *Clinical pharmacy, pharmacotherapy, medication safety, pharmacy law*

CERTIFICATIONS

- Ohio Pharmacist License, Active and in Good Standing 📅 2017
- APhA Pharmacy Based Immunization Delivery Certificate 📅 2017

TECHNICAL SKILLS

- **Prescription Systems:** Prescription verification, patient profiles, clinical checks
- **Clinical Pharmacy:** Medication counseling, drug interaction review, therapy assessment
- **Controlled Substance Practice:** Prescription validity, required records, regulatory review
- **Specialty Pharmacy:** Chronic conditions, complex therapies, specialty fulfillment
- **Mail Order Operations:** High volume processing, shipment tracking, remote workflows
- **Pharmacy Quality:** Quality assurance, accuracy standards, exception review
- **Pharmacy Leadership:** Technician oversight, pharmacist coaching, workflow guidance
- **Prescriber Coordination:** Prescription clarification, transfer authorization, clinical communication
- **Patient Service:** Order status, lost shipments, dispensing concerns
- **Medication Selection:** Generic substitution, preferred medications, formulary alignment

PROFESSIONAL AFFILIATIONS

- Ohio Pharmacists Association, professional pharmacy membership and continuing practice engagement.
- American Pharmacists Association, pharmacy practice and patient care community participation.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST