

ETTI SIMON, PHARMD

464-464-4646 | ettisimon.s46@gmail.com

REGISTERED PHARMACIST – RETAIL, INDEPENDENT PHARMACY, & CLINICAL HOSPITAL ENVIRONMENTS

**Complex Care | Clinical Pharmacy/Drug Product Knowledge | Clinical Recommendations | High-Risk Medications
Drug Interactions | Therapeutic Substitutions | Medication Therapy Management (MTM) | Prior Authorization**

- Career marked by demonstrated success overseeing pharmacy operations and working closely with patients and healthcare professionals to achieve optimal outcomes. Earned 10/10 scores for customer service based on key metrics.
- Challenged by district leader to outline and implement a step-by-step process on how to return vials across 17 stores in the district. Engaged in conference calls with lead technicians to provide instruction and confirm completion within 5-day deadline.
- Tasked by district leader to visit the 17 stores within the district and provide customer service coaching to achieve customer satisfaction scores of no less than 9/10. Mentored and provided constructive feedback; aided store leaders who were struggling to achieve performance objectives.
- Tapped to open a new store; devised strategies to attract patients from other pharmacies in the neighborhood and implemented advertising strategies that generated business from flea clinics.
- Managed flu clinics and positively impacted/protected lives with flu shots, TDA and shingles vaccines.
- Exceptional communication skills; fluent in English, Thai, and Laotian.

AREAS OF STRENGTH

Program Management; Program/Process Improvement; Policies/Protocols; Subject-Matter Expertise; Telephonic Interactions/Engagement; Drug Information Request; Clinical Claims Rejection Resolution; Emerging Clinical Trends; Formulary Information; HIPAA/Regulatory Requirements Compliance; Collaboration / Communication

PROFESSIONAL EXPERIENCE

DT CRAMER PHARMACY, Dallas, Texas | Keller, Texas

2014-Present

Staff Pharmacist | 2019-Present

Promoted to this role to lead a team of pharmacy staff and oversee all aspects of operations, including regulatory compliance, customer relations, and drug inventory management in a fast-paced retail environment. Apply expertise to conduct drug utilization reviews; confirm no drug interaction, allergies, or contraindications exist prior to dispensing medications. Accurately fill, compound, and dispense prescription drugs to comply with physician orders and regulatory requirements. Deliver medication therapy management via MirixaP, OutcomesMTM, etc. interfaces. Develop and implement strategies to control costs. Conduct investigations and resolve third-party reject claims and prior authorization issues.

- Brought on board to establish and setup a new pharmacy; ordered new medications, ensured compliance in all aspects of store operations, and played a key role in staff training.
- Answer drug-related questions and educate patients on appropriate use of prescription and OTC medications, including side effects, drug interactions, storage, and dosage regimens. Demonstrate proper techniques for use of blood glucose monitoring, inhalation, and insulin delivery devices.
- Develop, train, and mentor pharmacy staff and students. Set overall goals and objectives, provide training, monitor performance, and coach team members to maximize workflow and deliver quality pharmaceutical care.
- Advance pharmacy clinical initiatives by providing MTM services.
- Exhibit strong clinical judgment and apply the latest disease state guidelines in consulting with physicians and making therapeutic recommendations; focus on significantly improving patient outcomes.
- Promote public health across the community; identify opportunities to administer immunizations.
- Manage flu clinics and promote preventive care with flu shots, TDAP, and shingles vaccines.

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Pharmacy Intern | 2015-2019

Worked closely with the staff pharmacist in overseeing operations, including regulatory compliance, customer relations, and drug inventory management in a fast-paced retail environment. Engaged in drug utilization reviews and verified no drug interactions, allergies, or contraindications existed prior to dispensing medications. Focused on controlling costs. Investigated and resolved third-party reject claims and prior authorization issues.

- Evaluated prescriptions from prescribers; accurately filled, compounded, and dispensed prescription drugs in accordance with physician orders.
- Answered a wide range of drug-related questions and educated patients on use of prescription and OTC medications, including side effects, drug interactions, storage, and dosage regimens.

Pharmacy Technician Trainee | 2014-2015

Accurately filled prescriptions. Aided customers in locating healthcare items. Engaged in outreach calls to confirm medication adherence.

PHARMACY PRACTICE EXPERIENCE

- FWT Advanced Ambulatory Care**, FORTSMITH CLINIC, Fort Worth, Texas | 4/2019
- FWT Advanced Rural Community**, GRAND STREET DRUG, Fort Worth, Texas | 2/2019
- FWT Advanced Adult Medicine**, BAYLING MEDICAL CENTER, Fort Worth, Texas | 2019
- FWT Advanced Geriatric Pharmacology**, VETERAN STREET, Fort Worth, Texas | 11/20
- FWT Advanced Pediatric Pharmacology**, HARRIS CENTRAL, Fort Worth, Texas | 2018
- FWT Advanced Hospital/Health Systems**, HARRIS CENTRAL, Fort Worth, Texas | 8/2018
- DT Advanced Elective Community Pharmacy Practice**, COMPTON PHARMACY, Denton, Texas | 7/2018
- KT Advanced Elective Administrative Pharmacy Practice**, RAMER PHARMACY, Keller, Texas | 5/2018
- DT Inpatient Clinical Skills**, VETERAN STREET, Dallas, Texas | 4/2018
- FT Community Pharmacy Practice**, WALATHON, Fort Worth, Texas | 2/2018
- DT Ambulatory Clinical Skills**, VETERAN STREET, Dallas, Texas | 6/2017
- FWT Institutional Pharmacy Practice**, JPR, Fort Worth, Texas | 5/2017
- AT Institutional Pharmacy Practice**, BARNEY PHARMACY, Abilene, Texas | 9/2016

Practiced serving in the role of pharmacist under the guidance and supervision of a pharmacist preceptor. Demonstrated empathy in the care of patients.

- Provided compassionate counseling to patients on the use of Makena, a medication utilized to prolong pregnancy in those at high risk of miscarriages.
- Worked collaboratively with the technician during the losartan recall; confirmed recalls were pulled within 24 hours of the report to ensure compliance with FDA requirements. Remained well-informed on FDA updates and emerging news to stay on top of recalls.
- Collaborated with pharmacists on writing a hospital protocol on DOACs.
- Presented information that educated upward of 10 pharmacists on the management of extravasation.
- Developed and delivered a presentation to more than 10 pharmacists on pulmonary hypertension guidelines and osteogenesis imperfecta.
- Delivered a presentation on the use of apixaban in DVT patients to physicians and pharmacy directors.

EDUCATION & PROFESSIONAL CREDENTIALS

- TEXAS DT UNIVERSITY HEALTH SCIENCES CENTER SCHOOL OF PHARMACY, Dallas, Texas 2020
Doctor of Pharmacy (PharmD)
 Dean's List, 2017-2018 | Kappa Psi Academic Achievement Scholarship
- FWT COUNTY COLLEGE, Fort Worth, Texas 2016
Pre-Pharmacy Coursework
 Dean's List
- Basic Life Support for Healthcare Providers Certification, American Heart Association, 2015-Present