JULIAN MERCER

PHARMACY TECHNICIAN

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PROFESSIONAL SUMMARY

Certified Pharmacy Technician with 6+ years in retail and hospital pharmacy. Fills prescriptions accurately, processes insurance claims, and supports pharmacists with compounding, inventory, and patient counseling referrals.

PROFESSIONAL EXPERIENCE

Lead Pharmacy Technician Jan 2023 - Present
CVS Pharmacy, Columbus, OH

- Lead four technicians through a store filling about 450 prescriptions a day, assigning queue and verification tasks each shift.
- Reduced prescriptions waiting past promised time by 30% by reorganizing the will-call shelves and sequencing refills by pickup time.
- Resolved insurance rejections such as prior authorization and refill-too-soon, recovering claims that would have been returned to stock.
- Counseled patients on pickup instructions and routed clinical questions to the pharmacist, keeping counseling lines short during peak hours.
- Trained six new technicians on the dispensing system and workflow standards over two years.

Pharmacy Technician Aug 2020 - Dec 2022

- Administered immunization paperwork and scheduling during flu season, supporting more than 1,200 vaccinations.
- Completed a quarterly controlled-substance count with the pharmacist, with no unresolved variances.
- Audited refrigerated medication logs every day and reported temperature excursions the same shift, protecting vaccine and insulin stock.

Pharmacy Technician Sep 2018 - Jul 2020
OhioHealth Riverside Methodist Hospital, Columbus, OH

- Filled unit-dose carts for 40 patient floors daily and tracked missing doses, which fell by about 25% after a cart-checking routine was introduced.
- Prepared non-sterile compounds and IV batches under pharmacist supervision, following USP standards and documenting each lot.
- Restocked automated dispensing cabinets and removed expired medications on a set monthly schedule.
- Reconciled cabinet discrepancies with nursing staff, closing most open items within the same shift.
- Supported the pharmacy's medication shortage list by checking alternate wholesalers and updating the pharmacist.

CORE SKILLS

Prescription processing | Insurance adjudication | Unit-dose filling | Non-sterile compounding | Controlled substance handling | Inventory management | Pharmacy law | Medication reconciliation | Immunization support | Epic Willow | PioneerRx | Customer service | Prior authorization

EDUCATION

Certificate in Pharmacy Technology, Columbus State Community College, Columbus, OH

CERTIFICATIONS

Certified Pharmacy Technician (CPhT), PTCB | Ohio Board of Pharmacy Technician Registration | Immunization Administration Support Certificate