

Brenda Santacruz

Chicago, IL 60659
(312)972-1090
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Pharmacy Technician with 10+ years of LTC Pharmacy experience. Recently acquainted to a Nursing Home management group. Currently working on BA in Business Management. Looking to expand my knowledge and experience in a Skilled Nursing Facility as an Assistant Nursing Home Administrator.

PROFESSIONAL EXPERIENCE

LEGACY HEALTHCARE

Pharmacy Billing Liaison

Skokie, IL

January 2018- Present

- Review monthly bills for medication billing discrepancies for 33 Skilled Nursing Facilities.
- Dispute discrepancies with pertaining partner pharmacies.
- Assist Director of Nursing in prescription prior authorizations.
- Work with Physicians on appeals for denied claims.

PHARMORE DRUGS, LLC

Acquisitions Technician/ Pharmacy Supervisor/Billing Representative

Skokie, IL

February 2008 – November 2017

- Supervise a fast paced and growing pharmacy data entry department to ensure smooth workflow.
- Train new hires to efficiently work Framework and Docutrack pharmacy systems.
- Develop new processes to improve pharmacy work load.
- Maintain utmost discretion when dealing with sensitive employee topics.
- Manage and protect the Health Insurance Portability and Accountability Act (HIPAA) regulations.
- Handle all customer service complaints and issues in a professional and respectful manner.
- Submit Prior Authorizations for coverage determination.
- Assist in business growth when acquiring new facilities to service.
- Prepare facility and customer statements.

CVS/PHARMACY

Pharmacy Technician / Retail Customer Service

Chicago, IL

June 2007 – February 2008

- Lead Technician in fast paced retail pharmacy across Union Station in Downtown Chicago
- Received and processed new prescriptions: Enter patient into system, enter medication, fill prescription, and release medications to patient under pharmacist supervision
- Purchased and maintained medication inventory of pharmacy
- Greeted customers and assisted them with non pharmacy merchandise when working CVS retail

EDUCATION

Northeastern Illinois University

Business Management

Anticipated Graduation: Spring 2020

Chicago, IL

Oakton College

Liberal Arts A.A.

Graduation: Summer 2018

Skokie, IL

ADDITIONAL SKILLS

- Excellent in Microsoft Word, Excel, and Outlook
- Bilingual in Spanish and English
- Web and tech savvy, require minimal training and fast learning
- Knowledge in Frameworks and Docutrack Pharmacy systems
- General knowledge in Point Click Care EHR Software and Matrix Software

LICENSING

- Illinois Pharmacy Technician License

2006

PROFESSIONAL REFERENCES

Jeffrey Medrano
Acquisitions Supervisor (2008-Present)

(773)802-2278
Pharmore Drugs, LLC

Noreen Treacy
Director of Operations (2006-2016)

(773)387-5521
Pharmore Drugs, LLC

German Martinez
Verizon Wireless Solutions Manager (2013-Present)

(773)726-7914
Verizon Wireless Retail

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