

Angela French  
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Highly experienced licensed pharmacy tech with excellent written and verbal communication skills. Ability to multi-task with minimal supervision. Exceptional customer service skills.

#### Education

1997-1998 Mesa Community College, Sociology

#### Employment

11/19-12/19 Patient Service Center Rep/Pharmacy Tech, Aerotek

Responsible for answering incoming calls and adjudicate prescription claims through insurance. Process claims accurately and efficiently. Customer service. Assist patients and clients with any questions they have with claims or certain drugs.

07/16-12/16 Patient Care Tech, Davita

Responsible for hooking up and unhooking patients to and from Dialysis machine. Measuring and recording stats. Patient observations. Machine set up and tear down. Professional delivery of outpatient dialysis services. Other duties to ensure a passionate experience.

01/05-01/06 Pharmacy Tech, Caremark

Responsible for inputting prescriptions into computer system while maintaining 99.8% accuracy and transcribing 35 prescriptions per hour. Helped out other departments and special projects at supervisors request.

06/04-12/04 Collector/Skip tracer, Metris Companies

Responsible for calling customers regarding their past due accounts. Also took inbound calls from customers. Finding reasons for delinquency and making acceptable payment arrangements. Maintain focus on personal queue. Delinquency ranging from 30-120 days. Locating customers using our skip tracing tools.

05/98-05/00 Pharmacy Tech, Osco Pharmacy

Responsible for reading and inputting prescriptions into computer system. Filling prescriptions. Calling and faxing for refill requests. Answering multi-line phone in professional manner. Ordering and stocking of medications. Customer service. General cashiering duties. Reconciliation of cash drawer at close.

08/97-04/98 Collector, Bank One

Responsible for calling customers and taking inbound calls regarding their credit card accounts that were 30-60 days past due. Finding reason for delinquency. Making acceptable payment arrangements. Responsible for maintaining personal queue. Ability to multi-task and keep most important tasks my number one priority.

08/96-08/97 Customer Service Rep, Facs West

Responsible for taking incoming calls from customers regarding their credit card accounts. Answered questions and resolved disputes. Transferred calls to specific departments. Opening and sorting of incoming mail. Responsible for my own queue. On a daily basis collections would send problem accounts to my queue to be researched. After research was complete account would be closed out and final outcome would be sent to the customer.