

# Michael Sullivan

Pen Argyl, PA 18072  
[sully5472@gmail.com](mailto:sully5472@gmail.com)  
+1 484 226 7022

I am reliable and punctual I dislike missing work and feel the hours offered are ideal to my life situation and circumstance I am friendly and very easy to talk to plus I listen to reason and overall get along with people I have a mild nature and am cooperative with other workers as well as clients

Willing to relocate: Anywhere

## Work Experience

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### **Cashier**

rite aid pharmacy - Allentown, PA  
March 2020 to November 2020

Serving patrons with their purchases of store merchandise using cash register making money transaction and money orders as well as Western Union transactions. Returning returned items to proper location on shelf. Disposing of damaged goods. Answering customers requests in person in store and over the phone. Directing patrons to location of items. Stocking shelves with merchandise and labeling goods weekly

### **Pharmacy technician**

rite aid pharmacy - Allentown, PA  
October 2018 to March 2020

serving customers in store and drive through window their prescription orders as well as over the counter merchandise. Retrieving their scripts from previously filled bail with pills counted and labeled correctly as to identify the contents from storage bags hung on rack. All pharmaceuticals are stored and returned to original place alphabetically. Filling drawers with vials and bottles according to their size retrieved from upstairs storage area. Caps too. Filling liquid measure with correct amount of medicine as prescribed. Making a purchases of items utilizing cash register to make money transactions. Answering phone calls and customers question as to pertinent information dealing to in stock and location of store merchandise as well as dates of prescribed medicine as to when it is due or if it is past due. Scanning will call outdated orders and relabeling the pills to return to shelve for future use pulling outdated medicine from shelves and placing them in boxes for return or disposal. Counting pills in old pharmaceuticals and writing number of contents on bottles for accounting purposes. Opening incoming pharmaceuticals from totes shopped in and jnf account of identity and amount if items writing it on record form and filing it in monthly yearly order. Sweeping and vacuuming floors. Carrying out trash and placing the colored designated bags which are coded to show the nature if its contents in the legally proper recepticals and locked

### **Bartender**

Sportsmans Tavern - Bangor, PA  
March 1975 to September 1985

Served patrons beverages and food items in a congenial and polite manner Holding conversation making money transactions answer phone calls and taking orders  
Cleaning glasses and eating utensils plus countertop Stocking freezers and shelves

Keeping tabs and closing up at night at times Ran tavern business within reason as J was often times sole employee

## Education

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### **Associate in psychology major w/science option**

Pennsylvania State University - Center Valley, PA

August 2003 to August 2020

## Skills

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- Bartending
- Food Service
- pharmacy technician/cashier since 10/2018 until present (2 years)
- Pharmacy technician experience
- Time management
- HIPAA
- Serving Experience
- Host/Hostess
- Restaurant Experience
- Cash Handling
- Microsoft Word
- Experience with children
- Behavioral health
- Food Preparation
- POS
- Customer service
- Microsoft Office
- Tutoring
- Writing Skills
- Math
- Medication administration
- Microsoft Excel
- Proofreading
- Teaching
- Data collection
- Order fulfillment
- Optical experience
- Merchandising
- Computer literacy
- Basic math

- Compounding medications

## Assessments

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### **Sales skills — Proficient**

June 2021

Influencing and negotiating with customers

Full results: [Proficient](#)

### **Patient-focused care — Completed**

August 2020

Addressing concerns and using sensitivity when responding to needs and feelings of patients

Full results: [Completed](#)

### **Medical terminology — Familiar**

January 2021

Understanding and using medical terminology

Full results: [Familiar](#)

### **Work style: Conscientiousness — Expert**

December 2018

Measures a candidate's tendency to be rule-abiding, well-organized, hard-working, confident, and think before acting.

Full results: [Expert](#)

### **Verbal communication — Proficient**

May 2021

Speaking clearly, correctly, and concisely

Full results: [Proficient](#)

### **Clinical judgment — Completed**

March 2021

Assessing a patient's condition and implementing the appropriate medical intervention.

Full results: [Completed](#)

### **Customer focus & orientation — Completed**

June 2021

Responding to customer situations with sensitivity

Full results: [Completed](#)

### **Numerical reasoning skills — Expert**

May 2021

Quickly and accurately performing basic mathematical operations, recognizing numerical sequences, and interpreting graphs

Full results: [Expert](#)

### **Customer service fit — Familiar**

June 2021

Measures the traits that are important for success for customer service roles

Full results: [Familiar](#)

### **Sales fit — Proficient**

February 2021

Assesses personality traits that are important for sales roles.

Full results: [Proficient](#)

### **Administrative support professional fit — Completed**

August 2020

Measures the traits that are important for successful administrative support professionals

Full results: [Completed](#)

### **Basic attention to detail — Familiar**

June 2021

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Familiar](#)

### **Recruiting — Proficient**

May 2020

Managing the candidate sourcing and selection process

Full results: [Proficient](#)

### **Cashier skills — Proficient**

January 2021

Counting cash, processing transactions, following written procedures, and attending to details.

Full results: [Proficient](#)

### **Following directions — Completed**

June 2021

Following multi-step instructions

Full results: [Completed](#)

### **Work style: Conscientiousness — Proficient**

February 2021

Tendency to be well-organized, rule-abiding, and hard-working

Full results: [Proficient](#)

### **Customer service — Completed**

May 2021

Identifying and resolving common customer issues

Full results: [Completed](#)

### **Management & leadership skills: Impact & influence — Completed**

July 2020

Choosing the most effective strategy to inspire and influence others to meet business objectives  
Full results: [Completed](#)

### **Work style: Reliability — Familiar**

February 2021

Tendency to be reliable, dependable, and act with integrity at work  
Full results: [Familiar](#)

### **Bartending — Familiar**

June 2020

Understanding, pouring, and mixing drink orders  
Full results: [Familiar](#)

### **Cooking skills: Basic food preparation — Completed**

June 2020

Preparing food, using cooking equipment, and converting ingredient measurements.  
Full results: [Completed](#)

### **Food safety — Completed**

June 2020

Proper food handling, storage, and equipment use for preventing the spread of foodborne illness.  
Full results: [Completed](#)

### **Food service: Customer situations — Familiar**

June 2020

Ensuring customer satisfaction, prioritizing tasks, and suggesting products in a food service setting  
Full results: [Familiar](#)

### **Retail skills: Shelf stocking — Completed**

July 2020

Receiving and storing merchandise or product.  
Full results: [Completed](#)

### **Memorization — Highly Proficient**

July 2020

Committing product or merchandise information to memory and recalling it at a later time  
Full results: [Highly Proficient](#)

### **Typing — Completed**

July 2020

Transcribing text using a standard keyboard  
Full results: [Completed](#)

### **Creating presentations with Microsoft PowerPoint — Familiar**

July 2020

Knowledge of Microsoft PowerPoint tools and features.  
Full results: [Familiar](#)

### **Youth program counselor — Completed**

July 2019

Leading, communicating with, and supporting youths.

Full results: [Completed](#)

### **Home health aide skills — Completed**

January 2021

Providing care to patients in a home setting

Full results: [Completed](#)

### **General manager (hospitality) — Familiar**

February 2021

Solving group scheduling problems and reading and interpreting P&L statements

Full results: [Familiar](#)

### **Electronic health records: Best practices — Proficient**

March 2021

Knowledge of EHR data, associated privacy regulations, and best practices for EHR use

Full results: [Proficient](#)

### **Basic maintenance and repair — Proficient**

March 2021

Performing basic repairs and maintenance for apartment complexes, office buildings, and other facilities

Full results: [Proficient](#)

### **First aid — Completed**

April 2021

Treating common medical emergencies

Full results: [Completed](#)

### **Nursing assistant skills — Familiar**

May 2021

Providing nursing aid to patients using knowledge of relevant equipment and procedures

Full results: [Familiar](#)

### **Supervisory skills: Motivating & assessing employees — Familiar**

May 2021

Motivating others to achieve objectives and identifying improvements or corrective actions

Full results: [Familiar](#)

### **Call center customer service — Completed**

May 2021

Demonstrating customer service skills in a call center setting

Full results: [Completed](#)

### **Basic bookkeeping — Completed**

June 2021

Calculating and determining the accuracy of financial data

Full results: [Completed](#)

### **Working with MS Excel spreadsheets — Familiar**

June 2021

Knowledge of various Microsoft Excel features, functions and formulas

Full results: [Familiar](#)

### **Scheduling — Completed**

June 2021

Cross-referencing agendas and itineraries to avoid scheduling conflicts

Full results: [Completed](#)

### **Social media — Completed**

June 2021

Knowledge of popular social media platforms, features, and functions

Full results: [Completed](#)

### **Written communication — Familiar**

June 2021

Best practices for writing, including grammar, style, clarity, and brevity

Full results: [Familiar](#)

### **Working with MS Word documents — Familiar**

June 2021

Knowledge of various Microsoft Word features, functions, and techniques

Full results: [Familiar](#)

### **Filing & organization — Completed**

June 2021

Arranging and managing information or materials using a set of rules

Full results: [Completed](#)

### **Proofreading — Completed**

June 2021

Finding and correcting errors in written texts

Full results: [Completed](#)

### **Basic computer skills — Completed**

June 2021

Performing basic computer operations and troubleshooting common problems

Full results: [Completed](#)

### **Analyzing data — Familiar**

June 2021

Interpreting and producing graphs, identifying trends, and drawing justifiable conclusions from data

Full results: [Familiar](#)

### **Home health aide skills — Completed**

January 2021

Providing care to patients in a home setting

Full results: [Completed](#)

### **Management & leadership skills: Planning & execution — Completed**

June 2021

Planning and managing resources to accomplish organizational goals

Full results: [Completed](#)

### **Supervisory skills: Motivating & assessing employees — Familiar**

May 2021

Motivating others to achieve objectives and identifying improvements or corrective actions

Full results: [Familiar](#)

### **Work style: Reliability — Proficient**

July 2021

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Proficient](#)

### **Recruiting — Completed**

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Managing the candidate sourcing and selection process

Full results: [Completed](#)

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Full results: [Familiar](#)

### **Work style: Conscientiousness — Familiar**

September 2021

Tendency to be well-organized, rule-abiding, and hard-working

Full results: [Familiar](#)

### **Managing accounts in QuickBooks — Completed**

October 2021

Using QuickBooks software to manage business financials

Full results: [Completed](#)

### **Analyzing data — Familiar**

June 2021



Interpreting and producing graphs, identifying trends, and drawing justifiable conclusions from data  
Full results: [Familiar](#)

### **Protecting patient privacy — Highly Proficient**

October 2021

Understanding privacy rules and regulations associated with patient records

Full results: [Highly Proficient](#)

### **Early childhood development — Familiar**

October 2021

Knowledge of the development of children ages 0-3 and of ways to foster that development

Full results: [Familiar](#)

### **Case management & social work — Familiar**

September 2021

Determining client needs, providing support resources, and collaborating with clients and multidisciplinary teams

Full results: [Familiar](#)

### **Customer focus & orientation — Completed**

June 2021

Responding to customer situations with sensitivity

Full results: [Completed](#)

### **Caregiver fit — Expert**

September 2021

Measures the traits that are important for successful caregivers

Full results: [Expert](#)

### **Active listening — Familiar**

March 2021

Actively listening and appropriately responding in conversations

Full results: [Familiar](#)

### **Customer service fit — Familiar**

June 2021

Measures the traits that are important for success for customer service roles

Full results: [Familiar](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.